GenesisFour

Senior Service Manager 5

Information in this manual is subject to change and does not represent a commitment on the part of GenesisFour Corporation. The software described in this document is furnished under a license agreement or non-disclosure agreement. The software may be used or copied only in accordance with the terms of the agreement. It is against the law to copy the software on any medium except as specifically allowed in the license or non-disclosure agreement. No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose without the express written permission of GenesisFour Corporation.

Getting Around

This section describes the methods used to maneuver through the program. It describes use of the menu system and the keyboard.

There are many "tricks" to using the program in the fastest way possible. There are shortcuts in many places in the program that will make your life simpler. Careful study and a thorough understanding of this section will result in more efficient use of the system.

The Status Line

The status line is the bottom line displayed on your screen. This line will always contain information on what your options are at this point. It may offer help on what to enter when you are updating data, it may describe the possible keystrokes that are available at this time or it may describe a lookup option.

For example:

When entering a date the status line will read "Enter date or press F3 to view calendar". This means that you can either type the date or if you press F3 the calendar will appear and allow you to choose a date.

When updating a service invoice you are asked for the service invoice number. The status line reads "Enter service invoice number or press F3 to choose". You can either enter the number (if you know it) or you can press F3 which will display a screen full of invoices to choose from.

When updating a customers address the status line will read "Enter the home address of this customer". This is simply a reminder of what you are supposed to be entering here.

Keep your eye on the status line. Shortcuts you may not know about are often displayed there.

Using Menus

This program is "Menu-Driven". This means that you decide what you want to do by making choices from one or more menus. The menus are divided into logical groups. Choices on a menu that end with two periods (..) indicate that making that choice will bring up another menu.

All the menus are surrounded by a distinctive box. The top line has your company name and the name of the current menu. The second line has the day of the week, the current date, the current time, and the name of the user currently logged in. The bottom line of the menu box contains help as to what function this menu choice will perform.

The easiest way to get familiar with what choices are available is to use the cursor keys and move around the menus while watching the bottom line of the menu box. There are two ways to make choices on a menu. The first is to use the cursor keys to move until your choice is highlighted and press ENTER. The second is to press the character in parentheses on the menu choice. When you have gained experience with the program you will find it faster to press the letters of your choices instead of moving the cursor.

Throughout this manual we will be referring to program choices that can be accessed from menus. These choices all have a "Fastest Way" of accessing them by pressing a series of letters. When we mention a specific program it will be followed by letters enclosed in brackets, (SSC) for example. These letters are the keystrokes to press to get from the main menu to the named program.

The Keyboard

The keyboard is used for all interaction with the computer. It is used for entering data i.e., typing in your name, making choices-such as answering a "yes/no" question, or moving the cursor around the screen.

There are several differences in the keys used depending on your operating system. The actual layout of the keys and the labels on the keyboard vary from one terminal to another and may not be exactly as described below.

The usual way to use the keyboard is to simply press the key in question. There are several keyboard functions that require the pressing of more than one key either together or in sequence.

The keys on the keyboard can be divided into two groups the character keys and the special function keys. The use of the character keys is obvious and won't be covered here. The special keys include the RETURN, ARROW, all the F-keys, and others. These keys have certain functions when running the program.

Return key:

Usually labeled either "return" or "enter". This key finishes the entry of data. After typing in data you will press the return key to complete the entry. If the data in the field is already correct the return key simply advances to the next field. Pressing the return key on the last available field, on a page, will complete that page and move onto the next step. During menu selections the return key will choose the high-lighted selection.

Tab key:

Usually labeled "TAB". This key acts like the return key during data entry, except, it will not complete the page when pressed on the last entry. During menu selections the tab key will move through the choices without making a selection.

Back-tab key:

This key is the same as the TAB key, only it moves backwards. In Windows and most Unix terminals use shift-tab. On other Unix terminals use CTRL-U.

Right-arrow key:

Usually labeled with an arrow. This key moves the cursor to the right during data entry or menu selections.

Left-arrow key:

Usually labeled with an arrow. This key moves the cursor to the left during data entry or menu selections.

Up-arrow key:

Usually labeled with an arrow. This key moves the cursor up or goes to the previous data entry field during data entry or menu selections.

Down-arrow key:

Usually labeled with an arrow. This key moves the cursor down or goes to the next data entry field during data entry or menu selections.

Control key:

Usually labeled either "Control" or "Ctrl". This key is always used in combination with another key. When the instructions say "Press Ctrl-D" they mean hold the CONTROL key down and then press the "D" key at the same time.

Alt key:

Labeled "ALT". This key is used like the control key.
Only active in Windows.

F1 key:

This key is called the "GO" key. It is like the return key if there is only one choice on the screen. If there are multiple data entry fields on the screen the F1 key will do in one keystroke what the return key would take many keystrokes to complete.
It is the fast way to complete a screen with many entry fields.

F2 key:

This key calls the "RAPID-ACCESS MENU" from just about anywhere in the program. This is especially convenient for making appointments, checking parts, etc. while in the middle of another procedure.

F3 key:

This key turns on "INSERT" during data entry and allows the insertion of characters in the middle of a data entry field. In Windows and on some Unix terminals the "INSERT" key has the same function. The F3 key is also used in many places in the program to activate a specific function. The status line will display when such a function can be accessed.

F4 key:

This is the "UNDO" or "END" key. This key will undo the last operation when appropriate or will leave and go back to the previous menu. This key is sometimes the only way to go back or escape from some menus. Generally avoid its use as a substitute for the question on the screen except when you want to back up. Indiscriminate use may result in your last data change not being saved. In Windows the ESCAPE key has the same function. On some Unix terminals and on the Unix console the END key, above the separate cursor keys, will do the same thing as the F4 key.

F5 through F10:

These keys are used very rarely. F5 and F6 are occasionally used as an alternate to F3 to perform a specific function. F7 and F8 are only used in the Quick Service order program. All the notes and mailing letter programs use F9 and F10 for Insert-line and Delete-line.

Function Key Equivalents:

```
F1      =       Ctrl-X
F2      =       Ctrl-W
F3      =       Ctrl-T
F4      =       Ctrl-E
F5      =       Ctrl-G
F6      =       Ctrl-P
F7      =       Ctrl-R
F8      =       Ctrl-Z
F9      =       Ctrl-N
F10     =       Ctrl-D
```

Control-C key:

This is the "break" or "interrupt" key. It will Undo any active transactions and return you to the main menu. This key should only be used if you do not care if the changes you have made are saved. In WINDOWS use CONTROL-BREAK.

Control-U key:

In WINDOWS "SHIFT-TAB" and on some Unix terminals. This is the "BACK-TAB" key. It functions exactly like the TAB key only in the reverse direction.

Escape key:

Usually labeled either "Escape" or "Esc". This key is like the CONTROL key and is always used in combination with another key. The difference is that you press these keys in sequence, not together. If the instructions say "Press Esc-C" you would press the "escape" key, release it, and then press the "C" key. These keys are similar to the F2 key, except instead of displaying the "Rapid Access Menu" they will bring up a specific program. For instance, "Esc-P" will start the Phone book program.

Windows Users: On Windows Systems the ESC key functions the same as F4. To use escape key commands, user the ALT key in place of ESC.

Escape-right-arrow:

This key combination will move the cursor to the "end" of the line during a data entry operation.

Escape-left-arrow:

This key combination will move the cursor to the "beginning" of the line during a data entry operation.

Entering Dates

In many places in the program you will be asked to enter a date. The field may have a default date in it or it may be blank. When entering dates you do not have to type the slash ("/") character. In addition, if you want the current year, you do not have to type the year field. For example, if today is 02/05/98 and the date you wish to enter is 02/09/98 you can type "0209" and press RETURN and you will have entered the proper date.

When entering a date you also have the choice of pressing a key (see status line) and using the calendar to choose a date.

The Main Menu

This is the first menu you will see when starting the program.

Customer:

This menu choice allows you to create and update customers, accept payment to a customer's account, view their history, create a deposit, use the schedule or create a credit for a customer. In most cases you will create customers while writing a service order or parts slip, not from here. It also allows you to create, update, & manage leads with ContactTrack™.

Service:

This choice will allow you to create and update service orders, create estimates, sell parts as part of a service job, to write estimates, and final service invoices. Most of the tasks of dealing with a customer bringing in their car for service or installation will take place from this menu choice.

Counter-Part:

This choice will allow you to make parts sales without doing any service, to accept payment for those sales and to view any customer's parts history.

Administration:

All the choices under this selection are menus of reporting, maintenance and setup programs for various categories. These choices will be explained later.

Books..:

This choice will bring up the MAIN BOOKKEEPING MENU. This menu contains accounting related reporting and entering functions. These choices will be explained later.

Quit:

Leaves the program.

Hot Key Programs

Check an item

Run by pressing ESC-C in Unix, ALT-C in Windows. See choice B on the rapid access menu for further details.

The help key

Run by pressing ESC-H in Unix/, ALT-H in Windows. Accesses context sensitive help. The help screen you see will depend on what you are doing in the program. A great amount of this manual is repeated in the help screens. You can not access "help" or any

other "hot key" program while in a "hot key" program or the "rapid access" menu programs.

Keyboard help can be viewed by pressing "K" while viewing any help screen.

You can find out shat version you are running by pressing "S" as well.

Switch login

Run by pressing ESC-L in Unix, ALT-L in Windows. Allows you to change the logged in "user-id" without leaving the program. You must have a user with a blank user-id (create a new user, press the space bar for the user-id, just press ENTER for the password) for the switch login program to prevent another user from re-entering the program as the previous user. This is useful if you need to leave your terminal and want to prevent anyone else from using programs with your permissions

Mail

Run by pressing ESC-M in Unix, ALT-M in Windows. Allows you to send/receive mail from other users on the system. You will be told if you have current mail any time you go to the main menu. When you enter this program the titles of any mail for you will be displayed. You can use the arrow keys to choose one and read it.

A variety of choices for adding or deleting your mail are displayed at the bottom of the screen. When using the send mail choice you can send mail to one user by typing the user name, to more then one user by entering a comma separated list of names (AL,TOM,DAVE) or by entering "ALL" to send mail to all users.

Message Pad

Run by pressing ESC-I in Unix, ALT-V in Windows. This allows you to quickly enter a "While You Where Out" mail to another user. You select users by pressing the DOWN-ARROW on user name. TAB brings you though the different fields. Press F1 to send the message.

Customer notes

Run by pressing ESC-N in Unix, ALT-N in Windows. Allows you to read, create or update a note-pad about a specific customer. When you start the program it will automatically display the note-pad for the customer you are currently or were last using. If you have not used a customer it will allow you to choose one. When choosing a customer during other programs you will prompted that a customer has notes if any notes exist.

Operating System

By pressing ESC-O in Unix or ALT-O in Windows you can run a Unix or Windows command. You will be asked to type the command name. In Unix the command name is case sensitive. If you press enter instead of typing a command name you will be brought to the operating system prompt. Return from Windows by typing exit or from Unix by pressing Ctrl-D.

Phone book

Run by pressing ESC-P in Unix, ALT-P in Windows. Runs a company wide phone book. This a great place to store the numbers of your suppliers, friends, etc. It is always available and is easy to use. The first time you use the phone book it will display the phone number of GenesisFour and about 10 test phone numbers. Choose one of these and press F3 or INSERT to update it. While on the initial screen a variety of choices for updating, deleting, searching for or adding phone book entries is displayed at the bottom of the screen.

Cloaking mode

Run by pressing ESC-Q in Unix, ALT-Q in Windows. Causes the cost of parts, calculation of profits, and actual hours to not be displayed during many common programs. Is very useful when a customer is watching over your shoulder while you are completing an invoice. If the program "seecosts.p" is restricted by permissions then this

will always be active for those without permission. Pressing this key again will cycle this feature off or on.

Reminders

Run by pressing ESC-R in Unix, ALT-R in Windows. This is a user specific reminder system. A variety of choices for adding, deleting or updating reminders is displayed at the bottom of the screen.

When you log in the morning, you will be told if any of your reminders have come due.

Shipping Labels

Run by pressing ESC-S in Unix, ALT-S in Windows. This will print a shipping or mailing label for a customer, a vendor or you can type in a manual label. Successful use of this program usually requires a printer dedicated to this task.

Tic-tac-toe

Run by pressing ESC-V in Unix, ALT-V in Windows. This brings up the classic game.

Time-Clock

Run by pressing ESC-T in Unix, ALT-T in Windows. This runs the technician time clock. It is the same program as on the technician administration menu (ATA). This program can also be accessed from the technician menu if the user logs in as shop (see users). This program will not run while in a transaction.

User Notes

Run by pressing ESC-U in Unix, ALT-U in Windows. This program will provide you with 26 different user specific notebooks of great length. After starting the program press any letter A-Z to bring up a notepad. On Windows and some Unix terminals F9 will insert a line, F10 will delete a line.

Vehicle Notes

Run by pressing ESC-V in Unix, ALT-V in Windows. Similar to customer notes but specific to a single vehicle.

Rapid Run

Rapid run is only available in Windows. SHIFT-F12 will bring up a single message line. You may enter any program name to run. For example, to set the TTY name for a PC you would enter "SETTTY.P" and press enter.

The Rapid Access Menu (F2)

This menu can be accessed just about any time. Some of the programs on the rapid access menu can also be accessed by using a hot key combination. The choices on the rapid access menu are fully user configurable. You may modify or add to the supplied choices. You modify the menu by using the program "Set up rapid access menu choices" (TUF).

Setup

This section describes programs used to set the program to run in the way needed for your business. Most of these programs are used during initial setup to enter all your company parameters.

The setup programs provide areas of control over the functioning of the program that can markedly increase security, profits and convenience.

Company Setup

The following 6 sections are all subsets of the same screen. By pressing F1 you can move forward thought the screens.

To save information on any screen, you must press F1 until the main menu appears. Pressing F4 will loose any changes.

Company (Part I – Main) (ASC)

This program allows you to enter basic company information and to tailor the program to your needs. The settings in this program will effect all divisions.

The first screen in this program starts with your company name, address, and zip code. These entries will appear on all invoices unless you have pre-addressed forms. We recommend the use of upper case letters for esthetic reasons.

Sales tax:

The next entry is for your sales tax rate. Enter your sales tax percentage amount. The following four entries determine if sales tax will be charged for labor, parts, sublet repairs, and supplies. The answers you make depend on the tax laws in your state.

Parts price range warning:

The next two entries are labeled "high range" and "low range". During the entry of parts onto a purchase order you will be asked to supply the new cost of the part. If the new cost falls outside of the range defined by these entries, (as compared to your last cost), you will be warned and allowed to re-enter, if necessary. This prevents drastic errors from being made due to misplaced decimals, etc. Typical entries would be .60 for low range and 1.5 for high range.

The next entry is the label that will appear over your recommendation entries on the service order invoice. Some common choices are: "Recommendations" or "Repairs Needed".

Employee price:

The next entry is your markup for parts sales to your employees. When you create parts customers you will be asked to enter a price code. This will determine what price that customer will be charged. Price code 5 is designed for employees. Price code 5 customers will be charged your cost plus whatever you enter here. If you want to charge 10% over cost then enter .10 here.

Company name on forms

The next two entries determine if your company name and address will be printed on the top of invoices and work orders. If you have forms with your name pre-printed these should be set to "no", otherwise, if you are using blank forms, set these to "yes".

Finance charges:

The next two entries control the finance charge rate and the grace period for interest charges on accounts receivable. Enter the annual percentage rate you wish to charge and how many days you want to let lapse before finance charges will apply to unpaid balances.

Prc-Code

These two fields, both labeled prc-code, control the pricing codes used for newly created customers. Most businesses will set these to zero. If you wish all newly created customers to have price codes other than zero, make an entry here. Note the message at the bottom of the screen to determine which field controls service parts sales and which is for counter parts sales.

Label Price:

When you print parts labels, a price gets printed. This field determines which of your six (0 to 5) price levels will be printed on the label.

Label printing:

"Label Skip" sets the number of lines that will be fed after printing single labels. You use this if you want your printer to feed extra space to make removing the labels easier or for an unusual size label.

Payments to A/R

This controls, during the creation of new customers, whether they will be set to have their accounts receivable payment recorded by invoice or simply as a balance forward. Payments to A/R by invoice is typically used for customers that charge many invoices each month such as fleets etc.

You may also manually set this option for an individual customer in the update customer price codes program (ACC).

Statement Address

This setting controls the printing of your company address on accounts receivable statements. If you have your address pre-printed on your statement forms, this should be set to no.

Print P.O.

This setting controls whether purchase orders will automatically print when receiving a purchase order. If set to no, you will be asked each time a purchase order is received whether it should be printed.

Post P.O.

This will control whether users can automatically post purchase orders directly to accounts payable. Some businesses allow their parts personnel to post to payables and some don't due to the frequency of error encountered.

Show Recs.

Controls whether you will automatically be shown any recommended repair for the customer when writing a service order or an appointment.

Show Remiss

Controls whether you will automatically be shown any service due reminders for the customer when writing a service order or an appointment.

Print bar code

Controls whether bar codes will be printed on service and parts orders and invoices. If you have a bar code reader, this will allow you to use many automatic features available by simply reading the printed codes.

Sell Through Part

When you sell parts, and the part you wish to sell is not in inventory, you have a choice of either creating the part in the system or just selling it. If you choose to sell it without creating it you will not be able to track things like how many times it's been sold, the last price you paid etc. Answering "N" to this choice will prevent users from selling parts if they don't create them. We recommend answering no to this choice.

Months Purr.

When purchasing parts on a purchase order or when viewing an order report, the computer will tell you who you purchased the part from at the best price within the last so many months. You set the number of months checked here. If you want the computer to only check the last 6 months for the best price paid you would enter 6 here.

You should now be on the next screen. Here is where you set some directories for import routines.

Company (Part II – Directories)

MITCH-CD:

This is the directory that SSM uses to find your CD-ROM. On UNIX this is the mounted directory (i.e. /cdrom), On Windows its your CD-ROM Drive (i.e. D:\)

ALLDATA DIRECTOR:

This is the directory where you keep you exported ALLDATA estimates. SSM can only import estimates found in this directory.

LIST DISCOUNT:

This is the default "List Discount" for importing parts from the Mitchell CD-ROM. Because Mitchell does not include any pricing other that LIST, you need to come up with an estimated cost. This is usually 15% - 20%.

You should now be on the next screen. Here is where you set the types of payment you accept and if it is a charge type of account.

Company (Part III – Payment Types)

There are 7 payment types in the system. The first is always cash and can not be changed. The others however can be setup in various ways.

Let's go through some examples for some typical choices:

Cash: Almost everyone accepts cash and it is preset as your first choice. The only decision in cash is whether or not your cash register will open. If you don't have an electronic cash-drawer connected to your computer, this setting does not matter.

MasterCard/Visa: Master card or Visa, In many cases you may deposit these directly into your account, if this is true for you then these will be set the same as cash. If this is not true for you, then see the AMEX entry below.

Check: Set the same as cash.

Amex: American Express typically does not allow you to direct deposit their sales. Instead, you have to bill them and wait for your money. This is a type of charge so answer "yes" to the second choice. The next question asks, Is this is an "Expense" or an "Accounts Receivable?" This is an Accounts Receivable type of account so answer "A". The next question asks, "Whose account to charge this to?" In this case you want it charged to the customer, American Express, so you would enter the customer number, of the customer named, "American Express". NOTE: If you have not already created such a customer you must do so.

Charge:

This would be used for your internal company charges if you let people leave without paying first.

NOTE: All entries are the same as for AMEX except, set the Charge-to entry to 0. This will automatically charge the purchasing customer for this invoice.

Expense:

You may elect to establish an account that will allow you to directly charge one of your company disbursement categories for an invoice. This is particularly useful if you do a lot of internal work or un-reimbursed warranty repairs. Set the second entry to "yes" and the third entry to "D" to set up this feature. The fourth entry does not matter in this case.

You do not have to use all of these categories, feel free to leave some blank.

Opening cash register:

The field labeled "OPEN" controls whether accepting this type of payment should cause your cash register to open. If you don't have a cash register connected to the system the this should be set to "no".

Company (Part IV – Legal Disclaimer)

The next screen has room for you to enter a legal disclaimer message. You know, something like: "You hereby wherefore and hereinafter disclaim any responsibility for anything". Seriously, check with your attorney or copy what is on your old paperwork. This will appear at the bottom of every service order, along with the total authorized amount, and a place for the customers signature.

Company (Part V - Sale Types)

The next screen allows entry of up to 5 categories of Parts sales. This is not used for parts sold as part of a service order, but only for parts sold "over the counter". Some typical choices are "RETAIL", "WHOLESALE", "MAIL ORDER", etc.

Special Feature:

If you Press the F3 key while in the above screen you will be able to update the names for all the vehicle fields. For example, you could change the label of the field "Alarm Data" to read anything you prefer such as "Other Info".

Company (Part VI - Fee Setup)

This screen allows you to set up any fees you may wish to regularly track and charge for. In some states you are required to collect a fee each time you sell a tire or a battery. If you set up these fees here, attach the fee to all batteries and tires, then the fee will automatically be charged each time a battery or tire is sold.

If you use the General Ledger you must update the G/L sales interface any time you add or remove fees.

Up to 10 different fees can be configured for your use.

Setup Divisions

Divisions (ASD)

The program requires that you create at least one division. What is a division? A division is any logical separation of categories of work in your business. Suppose your business consists of repairing Ferraris and Volkswagens. While you could have only one division, separating these two will allow you to have the program act differently towards each division. Do not create divisions needlessly, having a surplus of divisions will complicate some aspects of running the program. You may want to check with your dealer for specific advice on the creation of extra divisions for your company.

When you enter the divisions program you are, (except during first time setup), asked, "Do you want to update an existing division or create a new one?" Let's create one now. Answer "C" to create a division. The first entry is for the name of this division. If your company name is "Acme Auto Center" you might want to call this division "Acme Ferrari Repairs".

Division abbreviation:

The next entry is for an abbreviation for this division. When working in the program you will be asked, "Which Division?", (in several places), you will enter this abbreviation. We will call this division "AF" for Acme Ferrari. When we create the Volkswagen division we might call it "AV" for Acme Volkswagen. This entry is only available when creating a division, it can not be updated.

Labor rate:

The next entry is for the labor rate for this division only. Enter the correct amount. If you want to set labor rates for a specific makes use the labor rate setup choice (ASL).

Service supplies:

The next entry is for the rate to charge for service supplies. This is an optional charge you may want to apply to all service in this division. It is usually used to cover the expense of sprays, misc. hardware, fluid top-off, and anything else you choose. It is calculated as a fraction of the labor charge. Typical entries range from .03 to .08 . If you enter zero this fee will not be charged.

The next entry determines whether supplies will be charged if you enter a fixed dollar amount on the invoice. When entering the labor amount on a service invoice you can either enter the number of hours and let the computer calculate the dollar amount or you can enter a dollar amount directly. If you answer "no" to this choice the service supply charge will not be applied to labor amounts that you entered the amount directly. If you often need to make certain invoices come out to the penny (i.e. $29.95 specials) you may want to answer "no" to this question.

Labor cost:

The next entry is for your average cost of labor in dollars per hour. This figure is only used for calculating the profit of estimates when the actual technician is not yet known.

Minimum markup:

The next entry controls the minimum allowable markup (percentage over cost) on a parts invoice when using the reprice or discount features. It should be set to protect you from employees being too creative in their discounting attempts. Typical setting are .10 to .30 (or ten and thirty percent). This protects the profit of the entire invoice, not any specific item on the invoice. This may be overridden by users with permission granted in the permissions program.

Maximum discount:

The next entry controls the maximum service order discount allowed without special permission.

Which schedule:

The entry labeled Schedule determines which appointment schedule (main or other) will be searched when creating a service order for this division.

Print part numbers?

The entry Print Part # controls whether or not the part number will print on the customer's invoice. This feature was added in case you have customers that are doing price comparisons and you want to make this more difficult. If you answer no the item number will print instead of the part number.

Est. Expires:

When you create an estimate for a customer you may choose to price some of the parts differently than your default pricing. If you later sell these parts to that customer you may want to adhere to that pricing unless the estimate is older than the number of days set here.

Print Hours

This entry controls whether or not the number of hours charged will print on the service invoice.

Ask Job Qty?

If you use job lists for parts used during rebuilding operations you may wish to be able to choose, at the time the list if used to pull the parts, how many of a specific job is being done.

Most users should leave this choice set to "N".

Ask for recommended services?

The entry Ask for rec. service? controls whether or not you will be prompted to enter recommended services when finishing a service invoice. If you wish to be reminded then answer "Y".

Ask about additional items?

The entry Ask for additional items? controls whether you will be asked to enter additional items when completing a service invoice. If you want this reminder answer "Y".

Track labor by line?

The last entry on this screen Labor by line? Determines whether you will be asked to enter a tech number for each line on a service invoice. Unless you feel it essential to track the time credited for each tech on each labor line you should answer "N". This feature will require many additional entries during the creation of a service invoice.

Update Comment

When adding lines to a service order you are allowed to update the main description line and then the 5 comment lines. If you rarely update the 5 comment lines when you initially add lines to a service order you may wish to set this field to no in order to save keystrokes. With this field set to no you will still be able to update the comment lines when update a service order line or when completing the invoice.

Warn If No Parts Slip

When creating a service invoice you are warned if no parts have been entered on the invoice. This is to remind you to check if any parts were used and add them, if needed. If you answer no to this question this warning will be disabled.

Require Completion

In a large shop, with dedicated parts personnel, it is important that the person adding parts to an invoice let the service writer know if all the parts have been added and that the parts slip is complete. If the parts slip is not marked complete the service writer will be prevented from completing the service invoice until it is completed. If you set this field to "no" then this feature will be disabled. The proper setting is dependent on the way you run your business and who does what.

Low GP Warning

When completing a service invoice you will normally use the calculate feature to view the totals and your profits. One of the fields shown is Gross Profit per actual hour. This field should normally be at least 50 or more dollars per hour for most shops. If your GP per hour drops below the amount set here, it will flash on the screen to warn you that your profit on this invoice is too low.

Additional items setup:

The next five entries are for items you sell that you won't be putting in inventory. Typical uses are oil, gas, gear oil, etc. Enter the description of the item, how much you charge each, your cost for each, and if this item is taxable.

Invoice messages:

Then next four groups are spaces for you to write a message that will appear on the bottom of service invoices, parts invoices, deposit invoices, or estimates. You could put, " Ask about our special this month on muffler bearings" or you could use it for a warranty statement, i.e., "No returns on electrical parts...." or it can be left blank.

Printers

All programs that print in Senior Service Manager use an entry in the printer setup program to determine where they print, the type of printer used and several other settings that control the printout. If a new program has been installed (during an update) you may see the message "PRINTER NOT SET UP FOR ..." when attempting to print. If you get this message you should create a printer file for the program name that is listed as a part of the message.

When you start this program you will see the screen shown below. This is a list of all the printer entries. You may use the ARROW or PAGE keys to find the program you wish to update, or press the INSERT key to add a new printer entry. Other choices available from this screen are to delete an entry, to search for an entry by some of the text in its description or to reset all entries that are set to one printer to print to another printer.

Windows users should also refer to the Configuring Printers.txt in the "Book Of Genesis".

Printer:

The name of the printer that this form will be used to print to. Printer naming conventions are as described above. You may also choose from a list of printers by pressing F3.

Page:

Some reports require that output be paged. For example, any report that has page numbers requires this to be set to yes. Some programs need this to be turned off. When in doubt set to Y.

Spec?:

Set to yes to turn on terminal dependent printing. This feature is rarely used except for large UNIX systems.

PK:

When this option is set to yes you will be given a list of printers to pick from each time you print. This allows you to print any program to any printer.

Laser Forms

Laser form:

This entry is used to indicate whether these setting will use a laser form. There is currently no reason to answer NO to this choice. This usage is reserved for future use.

Form name:

This is the name of the form file that will be used during printing. This name is case-sensitive on Unix systems. For a list of supplied form files, see below.

Form-path:

The path name in which the form is located. The supplied forms are located in a path name forms. If you install any custom forms you may choose to put them in a different directory that you can enter here so that the custom form can be found. *This entry is case sensitive in Unix.*

Bar Code Setting:

Controls the printer type, resolution and orientation of the bar codes. Should be set to 4 3 1 for all programs except those that print labels. Label printing programs should be set to 4 3 0.

Name to print:

When the system prints an invoice your company or division name will be printed on the invoice. This entry decides which will be printed.

Forms by division:

If you use customized forms and have more than one division you may want to use a different customized form for each division. Answering yes to this choice will allow you to enter a different form name for each division.

Number Of Lines:

When forms are designed we set the number of lines to match the supplied forms. If you will be customizing your forms you may choose to have a different number of lines on the customized form. If you do you should enter the number of lines here. Everyone else should leave this set to zero to use the default number of lines.

Spooler options:

Can be used to send setup or other information to a Unix print spooler. Should normally be left blank.

Default Laser Forms

PROGRAM	FORM-NAME
ACCOUNT.P	statmnt1.hpl
CASHREP.P	repwide1.hpl
CASH_SAL.P	repwide1.hpl
CK-BOOK.P	checks1.hpl
CREDPRN.P	credinv1.hpl, credinv2.hpl, credinv3.hpl, credinv4.hpl
ESTPRINT.P	estmate1.hpl, estmate2.hpl, estmate3.hpl, estmate4.hpl
GDAILY.P	repnarr1.hpl
GL_ANREP.P	repwide1.hpl
GL_AUDIT.P	repnarr1.hpl

GL_TBAL.P	repnarr1.hpl
GSOURCE.P	repnarr1.hpl
MAILLABL.P	lab5260.hpl
ONECHECK.P	checks1.hpl
OUT4REPP.P	out4rep1.hpl, out4rep2.hpl, out4rep3.hpl, out4rep4.hpl
PADPRN.P	repwide1.hpl
PARTLABL.P	lab5260.hpl
PRINVP.P	partinv1.hpl, partinv2.hpl, partinv3.hpl, partinv4.hpl
PRNTDEP.P	depinv1.hpl, depinv2.hpl, depinv3.hpl, depinv4.hpl
PRNTPO.P	porder1.hpl, porder2.hpl, porder3.hpl, porder4.hpl
PRTROINV.P	svinv1.hpl, svinv2.hpl, svinv3.hpl, svinv4.hpl, svinvsm1.hpl, svinvsm2.hpl, svinvsm3.hpl, svinvsm4.hpl. The service invoice form listed above has two variations. Those starting with svinvsm will print three different parts prices (list, net, ext.) in a small font. The others will only print the selling amount in a larger font.
RET-VEN.P	retven1.hpl, retven2.hpl, retven3.hpl, retven4.hpl
ROP.P	rorder1.hpl, rorder2.hpl, rorder3.hpl, rorder4.hpl
SHIPLABL.P	lab5260.hpl
STKORDER.P	repnarr1.hpl

Customizing Forms

Forms can be customized to include graphics, logos, different legal disclaimers etc. Customizing forms is available on a fee basis directly from GenesisFour. Prices will vary depending on the amount of work involved.

Location dependent printing:

In a Unix system you may wish to print to different printers depending on which terminal you are working from. This is especially useful when printing from a remote location. Setup of location dependent printing is very similar to setting up forms printing except for the following:

1)   You must have the "SPEC" field in main printer setup set to "Y".

2)   You will be asked for the "PORT" name. This must be the Unix device name for the terminal (i.e. /dev/tty).

3)   The field "Laser form" should only be set to "Y" for programs that use a form.

4)   If "Laser form" is set to "N" then none of the other form settings matter.

Parts Groups

A parts group is a logical separation of your parts inventory into different categories. Separation into groups allows you to apply different pricing formulas; to track your values by group, to do special sorting for weird manufacturer numbering schemes, (VW or Mercedes), to track profit margins by group, etc.

How to divide:

We recommend that your groups be separated, in most cases, by manufacturer or supplier numbering format. For instance, if you carry parts for VW's you may buy them from many different sources. If you use one group for all your VW parts and use VW's part numbers you will maintain consistency in your inventory and will hopefully not end up with the same part stocked under several different part numbers.

Use the method that you use to look up and order your parts as a guide for setting up parts groups. If you usually buy Fram oil filters, and you look up all your oil filters in the Fram catalog, you should have a "Fram group". All the parts in the Fram group should have Fram part numbers. Even if you have to go out and buy one Wix oil filter because you ran out of Frams, you may still want to use the Fram number when you enter it into the computer. This will prevent you from having an excessive quantity of part numbers for interchangeable parts.

NOTE: Parts groups MUST be created before you can enter items into inventory.

Naming the groups:

When you start this program, you are asked to enter the name of the group you wish to update or create. Enter the group code word for a group. It is recommended that you use as short a name as possible to ease later data entry. If the group you enter did not already exist, you are asked if you want to create it. Be careful not to create duplicate groups by mistake, i.e., for Alpine car stereo it would be a mistake to have two groups one named ALP and one named ALPINE. If you are creating a new group, you will be asked if you want to copy all settings from another group. If you already have a group that has lots of special pricing formulas, etc. you may want to copy it to save entry time.

Parts group pricing:

You now have a screen titled "DEFAULT PRICING FOR GROUP .." The first field on this screen is for a long description of this group. This will appear on reports and is useful if the group codes are very short and their meaning not obvious.

Update Description

The Update Description field will allow you to update the description field on a parts slip whenever you sell a part in this group.

This can be useful for selling misc. parts such as used parts off a wreck. Create a part in inventory called (for example) "Used part", enter 100 as the quantity and Zero as the cost. Set the group to a group that has update description set to yes. When you sell this part you can type in a description of the part and use reprice to set the price.

Special sorting:

The next field is labeled Special Sort?. A "yes" answer allows you to set up a means of having part numbers displayed in the same order the manufacturer uses in their parts books. Some manufacturers do not sort their part numbers in strict alpha-numeric order, instead they sort by some middle group of numbers, then another group, etc.

If you answer "yes" to the "Special Sort?" field, then after completing this screen you will be asked, "Do you want to update the special sort data?" Unless you already have it set the way you like, answer "yes". Now you must enter a typical part number. Enter it in exactly the same format you will use in your inventory-including spaces, etc. You now have a screen that displays the part number you entered with its character positions labeled. You must enter the first and last position of the group you wish to sort by first. You may divide the sort into as many as eight groups, but will rarely need more than four. Make sure you use all the positions occupied by the part# and take into account the longest part# that will ever be used by this group.

You are now asked if you want to reset your inventory to reflect these changes. You must answer "yes" for the changes you made to take effect. If you are making changes to a large existing inventory this may take some time.

Special formatting:

The Optional special format will allow you to assign a default format to this parts group. If this group has numbers that are always formatted the same (same number of digits, same spacing) you may want to use this feature. In this example we will use a BMW part number. BMW part numbers are always in the format "xx xx x xxx xxx". That is they have 11 digits in 5 groups separated by spaces. The special format entry you make has 2 special characters that are recognized by the program "S" or "-" which stand for Space and Hyphen. When entering the special format you can use any character for the number and will represent spaces or hyphens with "S" or "-". The entry for a BMW number could be "11S11S1S111S111S". Note that a space character was left at the end

on the number. This will ensure a space after the last group of numbers if a longer number is entered.

Once you have entered a special format for a group all the numbers you create afterwards will automatically be reformatted to match this format. For example, if we create a new BMW part and enter "12345678999" as the part number it will automatically be reformatted to read "12 34 5 678 999". If you wish to reformat all your existing numbers to match the new special format you should run the program "Reformat all part numbers in a group" (APM).

Price up to

This setting will allow you to have the prices in this group set to an ending number like .99. This feature will allow significantly greater parts profit. You may wish to use this feature within the special pricing ranges. As an example, you could have all parts with list prices from $10.00 to $100.00 round their prices up to .99 and all parts from $100.00 to $1000.00 round their prices up to 9.95. In this example a part that would normally be $14.37 will be priced as $14.99 and a part priced at $247.65 would be reset to $249.95. If this field is set to zero it will have no affect on pricing.

Setting price codes:

The next ten fields are divided into two columns. These fields are used to control the prices charged to customers-depending on the customers price codes. A customer can have price codes ranging from zero to five. A price code of zero, the default, will cause that customer to be charged your list price. Note: your list price does not have to be the same as the manufacturers list price.

List price:

The first Entry is labeled List Markup/disc. Your entry here will control how your list price is set in relation to the manufacturers list price. If you leave this entry at zero, then your list will be the same as the manufacturers list. If you enter .20 the your list price will be 20% more than the manufacturer list. If you enter -.20 then your list price will be discounted 20% from the manufacturers list. The remaining entries in the left column are the same, except they apply to customer price codes one through four.

Minimum markup:

The entries in the right column allow you to ensure that no matter what the entries in the left column do to your prices, your prices will be set to no less than the percent over cost you enter here. For example: if the left hand column for price code 3 is set to a 30% discount and the manufactures list is $10.00 then your price 3 will be set to $7.00. If you paid $6.00 for this part and the right column entry for price code 3 is .20 (20% minimum markup) then the price 3 would automatically be reset to $7.20 (20% over $6.00).

Resetting all parts to match changes:

When you complete this screen you will be asked, "Do you want to update or create special price ranges for this group?" If you answer "yes" you will get a screen similar to the previous screen, except for two fields: "low price" and "high price". If you were to enter zero for low price and $5.00 for high price then you would be able to set up new price formulas that apply only to parts with a manufacturer list price of zero to five dollars. You may create as many of these ranges as you like but be careful not to overlap the high/low prices.

If you make pricing changes to an existing group the changes will not be applied to existing inventory until you run a separate program called Reprice Parts by Formula (AMPB) located in the parts administration menu.

Permissions

On initial installation, all users have permission to run all programs. The permission files are automatically created whenever a program is first run. When you start the program you will see a screen of all the permission files, with the program name, and description showing. Choose the program whose permission you wish to update. If you wish to restrict certain programs, set the field "All Users" to "no". You will now have the opportunity to enter those users who are allowed to run the program. If you do not enter any users then only the user named "root" will be able to run the program.

Setting the program that sets permissions:

The first program usually set during initial installation is "permiss.p" (this program). If all users were to have access to this then they could reset permissions and defeat the purpose of this program.

If you are denied permission:

When attempting to run a program for which you do not have permission you will see a message that reads "YOU DO NOT HAVE PERMISSION TO RUN THE PROGRAM <program name>". The program name displayed is the one you need to change to grant permission for that function.

We recommend that you use the program for several weeks before making any changes to the permission files. This will allow the files for all commonly used programs to be created and allow you to get an idea of which programs you wish to restrict.

Users

You are required to create users in order to use the system. Creating a new user requires you to enter the "user-id", the name to be used to log in, and a "password". The password must be entered twice for confirmation. Once a user has been created they can change their own password. There is no way to change someone else's password. If the user forgets his password you will have to delete and re-create that user. All permissions for that user will be lost.

Special user names:

There are two special user names, "ROOT" and "SHOP". You should definitely create a user named "ROOT". Create him like any other user and enter a password you won't forget. The user named "ROOT" can always run every program, no matter how permissions are set. This is especially important if you were to accidentally restrict your own permission to the change permissions program (ASE). If you have a terminal in your service area you may want to create a user named "SHOP". You can leave password blank, then none will be required. Anyone who logs in as "SHOP" will get a restricted menu suitable for technicians and installers.

Copy permissions (ASUE)

Since setting permissions (TM) for different users can be very time consuming, you may find it easier to copy the permissions of an existing user when you hire a new employee.

Set up rapid access menu choices(ASUF)

Allows the individual setup of the rapid access menu. Each user can have a different setup. The default settings are explained in the rapid access menu section. There are three fields for each menu choice, the program to run, the description displayed on the menu and whether the program selected is capable of modifying and data. Program names can be selected by viewing the permissions program. The program names listed there are the names to use. If you can not identify the program name you wish to use you may have to contact GenesisFour for the correct name. All names are not listed in permissions. If you do not correctly identify those programs capable of changing data you risk losing those data changes when using the rapid access menu. See the section on transactions for more about this.

Cash Registers

This menu allows the set up and use of the cash register. Even if you do not have a mechanical cash drawer, you must set up a cash register and act as though you do. The only difference is that nothing will open automatically.

The cash register is the key to tracking the single most important thing in your business, the money. If you do not use the cash register properly it will be impossible to determine if you are actually getting paid for the work you do or to get sales reports.

Simply put, if you care about the money you receive and if you want to know what you've sold, you must use the cash register.

Use cash register (ASRA)

See the bookkeeping section for details.

Create new cash register (ASRB)

Will create a new cash register. You must create a cash register when installing the program. After creating the cash register you should use it once to enter the starting amount of cash in the register. Only after doing this will you be able to accept payment on any invoices.

You may create as many registers as you like but there is usually no reason to have more than one. The entry for the device name is for the actual port name. If the register is connected to /dev/tty1a in Unix or COM1 in Windows you would enter that as the device name. If you do not have a cash drawer connected you can use either the null device (/dev/null in Unix, NUL in Windows) or a file name that the output can go to, i.e., "junkfile".

Security:

ID required will determine whether you will be required to enter your "user-id" and "password" every time you do a transaction that could open the cash register.

How to operate a cash register (ASRC)

You may want only those terminals that are in reach of the cash register to be able to operate it. The entry must be the device name of the port the terminal is connected to.

UNIX USERS: If you don't know the device name you can find out by logging in to Unix as "root" on that terminal and type "tty" <enter>. Unix will display the device name.

WINDOWS USERS: Running the program SETTY.P will configure that PC's terminal name.

Update an existing cash register (ASRD)

Will allow you to update the settings you made when creating the cash register.

Colors

Sets up colors for SSM menu's and dialog's. Colors are saved for each user. Some Unix terminals will not support color. When using these terminals, colors are disabled.

Graphics

Please see the Grafsman manual for information on this item. This feature is only available in UNIX.

Mitchell

Access to the Mitchell Parts and Labor Database™ is optionally available.

The choices on this menu allow you to initialize a new CD-ROM, run the database lookup program or copy the information on specific makes to your hard disk for faster performance.

If you have the Mitchell disk installed you can use the parts pricing information on the Mitchell Disk to update your published list prices. The computer will go through the parts on the Mitchell disk looking for items in your inventory that match.

Contact your dealer or GenesisFour for further information on price and availability.

NuWay

This allows you to import parts data supplied from NuWay.

If you wish to use this import routine, please contact GenesisFour for more information.

Schedule

Setup Main (ASSA)

This program creates a full year of days for the schedule to use and allows setting the available hours and maximum hours per person for each day of the week.

Available hours:

Are the number of hours you feel you can comfortably schedule for your shop in one day. It may be the number of technicians times 8 hours or some other figure that from experience works best, to both keep busy and not over-book to the extent that you can't sell any additional work to the vehicles scheduled.

NOTE: A day with zero hours available will not appear in the schedule.

Hours per person:

Controls when the scheduler will ask if you wish to book part of the appointment on the next day. If hours per person is set to 7 and you are booking a 12 hour appointment you will be asked if you wish to schedule 5 hours on the next available day.

Set One Day (ASSC)

Allows you to update a single day in the schedule. Used for setting holidays etc.

Labor Rates

This program will allow you to set up special labor rates for different makes of vehicles. These rates are division dependent and rely on finding an exact match when you enter the make of a customer's car. Suppose your standard labor rate (ASD) is $45 per hour. You could set up a special labor rate for BMW at $50 per hour. As long as the make of a customer's car is BMW they will be charged $50 per hour. If the make of their car is BMW they will be charged $45 per hour.

Getting Started

This section describes the steps needed to make your initial data entries, complete anything not done during initial setup and get ready to begin daily use of the program.

During initial setup you went through most of the setup programs. You set up at least one parts group, made schedule settings, set up a division etc.

You may wish to go through all these programs again to make sure that everything is set correctly, that all necessary techs have been created etc..

Setup cash register

The cash register was not automatically set up during initial setup. Before you can accept any money you must first create a register and then use it and enter your initial starting balance.

Note that the cash register is what we call it whether or not you actually have a device that opens and closes automatically and contains money.

Create a cash register

When creating a cash register you will be asked for a device name. If you purchased a cash register then you must enter the port name that it is attached to. If you did not then you should enter "NUL" in Windows, or "/dev/null" in Unix.

The field "ID Required" determines if you will always be asked to enter your user ID and password whenever you use the register. If you need this security answer yes.

We do not generally recommend creating more than one cash register as it will complicate cashing out and sales reporting.

Set terminals to work cash register

This only applies to Unix systems. If yours is Windows then skip this section

In a multi-user environment you may wish to restrict the use of the cash register to those terminals that are in view of the register.

Only terminals that have their device names added will be able to use the register. See the section on Terminals, add or delete to operate cash register for further details.

Use the cash register

The first time the cash register is used you will be asked to enter a starting cash amount. This is the amount of cash you will initially place in the register to make change with etc.

After using the cash register once it is ready for use.

Entering initial inventory

It is advisable but not mandatory that you enter your entire existing inventory into the system.

Create parts groups

If you have not already done so you must create all the parts groups you will need while entering your inventory. See parts groups for further details.

Enter the inventory

We recommend that you use the "Enter initial inventory" (AMIG) program for this task. See the "Parts, enter initial inventory" section for further details.

Customers

You may wish to enter your existing customers before starting to use the program. If you have the time you can do this but most users find it easier to simply create them the first time they come in.

You are much more likely to enter accurate information if you don't rely on old records for phone number, address etc.

Setup Colors

Color support is available for all Windows or networked systems and in the Unix environment. In Unix, color is available on the console (the computers monitor) or on PC's attached and running terminal emulation.

There are two basic aspects of color setup; Default foreground, background and reverse video colors, and the colors of the frames that are displayed.

Color setup in SSM

Within SSM you can set up the colors that will appear on different level "boxes" that appear throughout the program. The first pull-down from the main menu is level one. A menu displayed below this menu is level two etc.

Levels have also been assigned throughout the program to the various frames that are used. The most common is level one with decreasing frequency through levels one to four.

You can also set the color of the main menu box.

Setting Colors (ASO)

The color set up program displays a variety of foreground/background color combinations that are available for the various levels.

Simply choose the level to change and pick a color.

All of the colors shown are available in Unix. In Windows the combinations shown that use a background color with a code greater than 7 (see chart) will not work.

In Windows you may press the F3 key and manually type a color combination using the color names or abbreviations as shown in the chart above.

If you choose MESSAGES, INPUT or NORMAL, that level will follow the defaults for these colors as described above.

Color changes to the menu box will not appear until you re-run the main menu (press CTRL-C).

The Service Department

This section describes the steps necessary to create appointments, write service orders, and complete a bill for your customer. You may not use all the functions described in this section but you should become familiar with them so you know what is available.

The service department is the department responsible for all aspects of dealing with the service of a customer's vehicle. The basic functions needed by the service department can be found in the main service department menu. The usual order for using the computer to complete a service transaction with a customer can be divided into six steps:

1. Create the customer

Required if customer has not already been created.

2. Create an appointment for the customer

Optional.

3. Create a service order for the customer

Required.

4. Create and complete a parts slip for the customer

Required if parts are used.

5. Create an invoice from the service order

Required.

6. Accept payment from the customer for the work done

Required.

Creating Customers And Vehicles

Customers and customer vehicles may be created from within the main menu by choosing CUSTOMER-CREATE (CC). They may also be created while creating a service order, a counter parts slip, an estimate or an appointment. In most cases you will not create them separately but as part of creating a service order or an appointment.

When creating a vehicle you will be entering a make and model. The program maintains a list of standard makes and models. These are used to help prevent the make "Mercedes" from being entered as "Merc", "Mercerdes" etc. If the make (or model) you enter has not already been created you will be warned that it does not exist and allowed to create it by pressing F5.

You can also choose from a list of existing makes and models by pressing F3 while in the appropriate field.

There are several programs for creating, updating and merging standard makes and models in the Admin-Jobs (AMJ) menu. It's a good idea to check your standard makes and models and merge any duplicates from time to time.

The procedure for creating a customer is basically the same no matter which program you are using. If you are creating a customer for a service order, an estimate, or an appointment you will create a vehicle when you are done creating the customer.

Entering the name:

Entering the customer's name properly and consistently is important for your ability to easily use the program. We recommend that the format: Last Name comma First name be used exclusively (SMITH, JOHN). Enter business names without any commas (ACME FIREWORKS CO.). The use of upper case letters is up to you, but most users find that using all upper case letters is easier and more readable. If you do not use the above format for names, the mailing programs will not work correctly.

How the customer heard of you:

While creating a customer you will be asked the source. Source is a code for how this customer heard of your business. Source codes may be created in the customer administration menu (AMCB). You are required to make an entry greater than zero. You may view or choose your available sources by pressing the key labeled at the bottom of your screen. You should always make an entry in the name field, even if the customer is a business. This is so you can always search by name and find the customer. The business name field is optional and can also be searched for.

Where to send bills, mailings etc.

bill to is used to determine which name and address, home or business, will appear on statements or mailings to the customer. it has no other function.

Charge tax?

Depending on which type of customer you are creating, you may be asked questions about price coding and tax status. The field tax exempt will cause tax to not be charged on any type of invoice. The field resale will only effect the tax on parts counter sales, tax will still be charged on service invoices. Price codes determine which pricing level will be used on parts or service invoices. Note: there are two different price codes, one affects parts only invoices, the other affects service invoices. These codes can only be altered in the update price codes program (amca) on the customer administration menu.

If the customer buys a new car:

Each customer may have one or more vehicles. If a customer sells his car and buys a new one, do not make the mistake of updating the customers old vehicle to be like the new vehicle. Create another vehicle instead. Failure to do this will merge the service history of the two vehicles and you will be unable to tell what was done on which vehicle.

Finding an existing customer:

Many programs allow you to either create a new customer or to run the program using an existing customer. You are asked how you wish to find the correct customer. The choices are: name, business name, vehicle license plate,   their customer number, v.i.n#, phone number, or service order number. In most cases you will find them by name. If you are sure the customer does not exist in your database you must choose "name" to create a new customer.

After pressing "N" to find by name, you will enter a part of their name. As you type the letters of their name a list of existing customers will appear that begin with the letters you have already typed. When the desired customer appears on the screen you can highlight their name and press ENTER.

If the customers name does not appear, or the screen goes blank it means that you don't have a customer whose name begins with the letters you have entered. You can create the customer as a new customer by pressing ENTER or F5 now. If the customer's name is "Smith, John" and the John Smiths that are displayed are not the correct customer, you can create a new John Smith only by pressing F5, not ENTER.

This feature allows you to easily determine if a customer already exists and, if not, to create them effortlessly. It also helps to prevent the creation of unnecessary duplicate customers

When finding customers by license plate you do not have to correctly enter spaces and hyphens, the customer can be found regardless of how they are entered.

This procedure for finding existing customers is used throughout the program. The phone number search requires a unique phone number to be successful.

Accepting payment on A/R:

When a customer pays you money owed on accounts receivable you will use the CUSTOMER-ACCEPT PAYMENT choice (CA)(BRA). After choosing the correct customer, you will be shown the total amount owed and asked to enter the amount being paid. You must type the amount being paid twice to confirm. Then you will be asked to choose which type of payment is being presented. If the customer is paying with more than one type of money i.e., $50 cash, $40 check, then you must press the key indicated on the status line to accept a split payment. The amounts entered on the split payment screen must equal the total amount paid. To view a customer's account, use the VIEW ACCOUNT choice (CV).

Appointments

Appointments are used to reserve time in your shop for work to be done on a customer's vehicle. There are two schedules provided, MAIN and OTHER. Unless you schedule a different type of work, for a different group of people, you will probably use just one schedule. During program installation the schedule was configured to your shop needs, with regard to the number of hours you have to book each day and the number of hours you wish to book for each person. These settings can be altered by running the setup schedule program in the schedule setup menu. Individual days may also be reset for holidays, etc. by running the Set one days time program (ASSC) in the schedule setup menu.

Pick a day for the appointment:

When you run the schedule program (CSM) you will see a list of the next 15 days with the number of hours booked and available listed for each day (see illustration). You must use the arrow keys to choose a day and then choose what you want to do in that day. Since the details of updating, moving, etc. are covered during the creation of an appointment only creation will be explained.

Appointments may be created for existing customers, or a new customer may be created while making the appointment. After entering or selecting the customer and vehicle data you will have a screen titled "APPOINTMENT#..." (see illustration). It is here that you will enter the appointment data.

What you will do:

Lines 1, 2 and 3 are where you will write the details of the appointment. The field "TODAY'S TIME" is where you enter the amount of time you wish to book for this appointment-in total. "Est" is where you put the amount you told the customer that this appointment will cost.

Loaner car?

If you wish to reserve a loaner car for this customer, enter "Y" in the field labeled "Loaner".

Long appointments:

If you are booking an appointment that is longer than the amount of time available that day, the scheduler will ask if you wish to move some time to the next day. If you answer "no" you will book the entire appointment on this day and may over-book the day. When the appointment is complete, the amount of time you booked has been deducted from the schedule for that day and the appointment has been saved.

Viewing what's scheduled:

Viewing the appointments can be done either by running the main schedule program (CSM) (choosing a date and choosing view) or by choosing appointment-view (CSV) from the main service department menu where you can view appointments starting with today. During the creation of a service order the appointment for that customer may be viewed by pressing either ALT-A in Windows or ESC-A in Unix. If necessary, you can search for a customer's appointment by using the FIND-APPT choice (CSF) in the main service menu.

Customer history:

Customer history may be checked by using the CUSTOMER HISTORY choice (CH). Once in the customer history program you can move forwards and backwards in his history, view the invoicing details, view the parts used or view the technician data associated with that job.

If there are other customers who have had service done on this vehicle (this is tracked by V.I.N. number) you will be able to jump to that history via the "History Links" option.

Service Orders

A service order is where all the details of what work is to be performed on the car are entered, along with estimates and any comments you feel are needed to ensure that the work will meet your expectations.

A service order should be created before any work is done on any vehicle. Without a service order it will be impossible for any parts to be properly assigned, or for technicians to operate the Time-Clock.

Creating the service order:

Service orders may be created (SC) for an existing or a new customer. If the customer has never been in before you will create the customer while creating the service order.

Choosing the vehicle:

If the service order is being written for an existing customer you will be asked to choose the vehicle for this service order. If the vehicle is not currently in the computer you can add it now (by pressing the F3 or the INSERT key) while the customer's vehicles are being displayed. You will also be asked if there are any changes to be made in the customer or vehicle information. It is a good idea to check with the customer to see if his/her address, phone numbers, etc. are still current.

Choosing the division:

Now you must enter the division and your user-id. These can either be entered, or you can choose from the available choices by pressing the space-bar. You should always enter the correct mileage at this time. At this stage you will be entering lines onto the service order.

The Choices:

Update:

Updates existing lines on the service order. See the ADD choice for details.

Add:

Add lines to the service order. The field labeled description is where you enter the work to be performed. You may enter this data manually, or you may choose from an existing job title, or job list. If you have not created any job titles refer to the Standard jobs section of the manual.

Using a job list:

Choosing a Job may be done in one of two ways. You can enter the first letter(s) of the job title and press the up-arrow key. You will then choose from the available job titles. You may also press the down arrow key and enter a job list number directly. After

choosing a job title, the system will search for a job list that matches the make and model. If a list is found that data will be entered. If no list is found then the data from the job title will be used.

Viewing the appointment:

At any time while entering data, pressing the key labeled on the bottom of the screen will search for any appointments for this customer. If an appointment is found it will be displayed on the screen.

Entering estimated amounts:

If you are entering the description manually you are asked to enter a dollar and an hours estimate. The dollar estimates will be totalled and printed on the service order. The hours estimate is very useful when running the priority status report (SSS).

Delete:

Deletes the highlighted line. You will be asked for confirmation first. There is no way to un-delete a line.

List:

Redisplays all lines. If you have been adding lines in the middle of a large order the lines may be out of order. This will redisplay them properly sorted.

Job:

An alternate way of placing lines from a standard job-list or title on the service order. See the ADD choice for more detail.

Est:

Allows you to place the labor description lines and the estimated amount from an existing estimate on to this service order.

Rec:

Allows you to view and/or delete previous customer recommendations. If you previously recommended a brake job for this customer, and will be doing it on this service order, you should delete that recommendation.

Remind

This choice will allow you to view, update or delete any service due reminders that were automatically entered (see job titles) or to add service due reminders manually. A service due reminder may be used to remind your customers when they are due for an inspection, an oil change, a tune up, etc. The reminder date can be entered manually or based on either a number of months or a number of miles from now. If using miles the calculation will be based on the average miles field for the vehicle. This field can be reset by updating the customer (SCU).

Sublet

This choice allows you to enter any sublet charges. If an invoice has been created you must update the invoice to enter sublets.

Sched

This choice allows you to view the current appointment or create a new appointment for the customer and vehicle on this service order. This can be used during an update of the service order to allow for more time in the schedule or during initial creation if you wish to write the service order while making the appointment. When viewing the current appointment you have the option to copy text from the appointment directly to the service order by choosing "Copy", pressing F6 to start the highlight, highlighting the text to copy and pressing ENTER.

Cust

This will allow you to view or update customers or vehicle information while writing the service order.

Print

When finished entering the data, press print to complete the service order. You will be asked for the date the work is promised for. This entry can be a date or any characters, Christmas is ok as an entry. The priority code is a code you can give a service order that will affect how it appears on a service order status priority (SSS) report. 1 is the highest priority, 9 is the lowest. In general, you will always want to print the order when first created, but, you may not want to print all updates.

Parts

Goes directly to the parts slip so that you can add parts to this service order now. Will return you to the service order when you are done adding parts.

Invoice

Goes directly to the service invoice so that you can add your labor charges and complete an invoice now.

Tel-Auth

When you make this choice you will be asked to enter who you called, your name, and the number called. After entering this information any lines you add to the service order will have this information, plus the date and time automatically entered into the first comment line. This type of data entry is required in many states when a customer gives you the OK over the phone.

When entering the number called you have the option of pressing F5 to cycle through the customer's phone numbers and the word "Incoming".

Type-Assist:

This choice allows you to turn the typing assistant on or off. With the typing assistant on, you can choose from a scrollable list of automotive phrases while typing the service order.

You can easily add your own entries by following the screen instructions.

Typing assistant entries may also be modified or deleted from the Maintain Jobs menu (AMJL)

Quit:

This will exit the service order. All changes are saved. The print choice is what you will normally use if you have completed a new service order.

Quick Service orders

Service orders may also be created using the "Quick" choice. This program presents you with a list of job titles to choose from. You pick one or more titles, Press an "F" key and the service order is done. If you properly set up job titles and lists you can create service orders with virtually no typing. You can control which job titles appear by updating the "Quick" field in update a job title.

Updating a service order

Basically the same as creating one, except there is no customer info to enter.

Disclaimer and customer signature:

The disclaimer is a legal requirement in many states. You may want to use it to be able to provide proper documentation in the event of a customer dispute. When the service order is printed it will have the total amount of the estimate and a place for the customer's signature. Above the signature will be your disclaimer message. It is a very good idea (in many states a legal obligation) to get the customer to sign the service order. Now that you have a completed service order, we can go on to the other operations necessary to complete this transaction.

Status of jobs:

You may want to know what jobs are current in your shop and what their status is. Service-order-status (SS) is the easiest way to do this. The status program will show a list of all service orders that have not had payment accepted. There are three choices when running service order status. All, Priority and customer. All will display all service orders sorted from most recent back. Priority will display service orders after a certain date, for one or more divisions, sorted by the priority code then by their creation date. Priority codes can be entered during the creation of a service order or from within this program. 1 is the highest level of priority, 9 is the lowest. Customer is the same as the priority report but only for one customer. The priority and customer reports can be printed and additional sub-totals will be shown.

Viewing the details:

More detail can be viewed about the status of a service order by selecting an entry and pressing "enter". The service order can be reviewed by selecting an entry and pressing "R". Service orders can also be reviewed by choosing Service order-Review (SR).

Voiding a service order:

If you have made a mistake in creating a service order you may want to void the service order (SV). This will prevent further use of this order and you will not have to accept payment on this order. This choice will usually be used if you wrote a service order and the customer changed his mind. If any work or parts have been applied to this order it should not be voided.

Service order locking:

Service orders get locked when a service invoice is created and printed. This is done to prevent the accidental adding of lines to a service order when there is an existing printed invoice. If you need to add or change the lines on a service order that has been invoiced you will need to unlock it. It is important that the paperwork be destroyed so that you do not have an invoice that does not agree on paper with what is in the computer.

Selling parts on the service order:

Selling parts for a service order is done by choose the "Parts" choice under service order (SP). (See the Parts Department section for further information on selling parts).

Service order invoices

When the work on the service order is completed and the parts invoice, if any, has been created you are ready to create a service invoice (SIC).

You can also create the service invoice directly from the parts slip.

A service order invoice is the final document on which all parts, labor, sublet, and any other charges are detailed and totaled for final payment.

Choosing the invoice:

After entering the service order number (or choosing it after pressing the key labeled on the screen) you must enter the name or initials of the person doing the quality control (optional) and the current mileage of the vehicle. Now you will be shown a screen with up to the first 14 lines of the service order visible.

Choices when invoicing:

Update:

The UPDATE choice will allow you to modify the original entry or enter billed hours or labor dollar amount.

The field to update may vary depending on whether you are charging by a fixed dollar amount or calculating by dollars per hour. The cursors initial field will be on labor hours

unless this service order line is a standard job entry. If you wish to change the type of charge press the key indicated on the bottom of the screen and enter the data. You can switch back and forth between the two types as often as you like. NOTE: if you are charging by a fixed dollar amount you should still fill in the hours field for technician crediting.

The COMMENT field is where you may type a response to the service completed. If the description read "CHECK THE HEADLIGHTS" your response might be "REPLACED LF BULB". Comments are five lines long. Only lines that are not blank will be printed. While entering text the words will "word wrap" so you do not have to press enter at the end of each comment line.

Print:

This choice will print the final invoice and exit the program. You should complete all the changes needed before printing. Depending on the setting in divisions setup you may be asked to enter additional items or recommended services when you choose print.

Add:

This choice will add another line below the highlighted line. You may enter a repair description, comment and charges either now or later using the update choice.

Delete:

This choice will delete the highlighted line. You will be asked for confirmation first. There is no way to un-delete a line.

Items:

This choice allows you to enter any "Additional items" you wish to charge for on this invoice. These are the items that are set up during division configuration such as Oil, Brake fluid, Wire etc.

Sublet:

This will allow you to enter any sublet or additional repairs, the charge, the cost of these repairs, and if these repairs are taxable.

Sublet or additional services are typically jobs done by outside contractors or machine shops that you do not wish to charge out as labor. Typical uses are for alignment, machine work, windshield replacement, towing, etc. When entering the sublet items be sure to enter the cost for bookkeeping purposes.

If any sublets have already been entered you can view or update them by using this choice.

Sublets may also be entered before creating the invoice by using the sublet choice on the main menu (SB).

Calc:

This choice allows you to view the current invoice total, discount the invoice or experimentally adjust invoice totals to see how your profits will be affected.

Discount:

Discounting is the only change you can make during calc that will affect the actual invoice. All other changes are for testing only. If you like your changes you must go back and change the labor charged or the parts sale amounts.

Dollar Discount Wizard

This feature will allow you to enter the "target" price for this invoice. As with Discount, it can only be used from within the calc box. This will not CHANGE this total of the invoice, rather it will find percentage discount that needs to be applied.

Gross profit:

The numbers shown in the Calc box are fairly self explanatory, with the exception of the figure labeled "GROSS PROFIT/A-HR". This stands for gross profit per actual hour. Gross profit per actual hour is a very good indication of how valuable this job was to your overall profit picture. By comparing the figure achieved by various jobs, you will soon get a feel for which jobs are generating real income and which aren't. In general,

jobs that are labor intensive with few parts sold will have very low numbers, while high parts sales jobs will be the best.

Rec:

This choice will allow you to make recommendations on the service invoice. These are used for work found to be needed, but not done at this time. This is not the same as recommended service. The Remind choice is used for "scheduled" service or maintenance.

Remind:

This choice will allow you to view, update or delete any service due reminders that were automatically entered (see job titles) or to add service due reminders manually. A service due reminder may be used to remind your customers when they are due for an inspection, an oil change, a tune up, etc. The reminder date can be entered manually or based on either a number of months or a number of miles from now. If using miles the calculation will be based on the average miles field for the vehicle. This field can be reset by updating the customer (CU).

View:

This choice will return you to the parts invoice. You can add or delete parts or change the parts pricing. When you leave the parts invoice you will be returned to this service invoice. After making changes to the parts invoice you may want to use the CALC choice to view the new invoice totals.

Tech:

If your technicians are using the "Time-Clock", you will be presented with the technicians actual hours and allowed to update the credited hours. Credited hours defaults to billed hours (or a calculated portion of billed hours if more than one tech worked on the job). You may choose to modify it, if you wish. Changing credited hours will not effect the invoice, just the technician reports. If your technicians do not use the Time-Clock then you will have to manually enter the technician number, actual and credited time.

If this job involved a "comeback" you may wish to enter another tech (usually the one who is responsible for the comeback) and debit their credited hours. To do this simply press the key labeled on the bottom of the screen.

Quit:

Leaves this program, saves all changes and returns you to the menu.

Accepting payment:

When the customer comes to pick up their car you should accept payment for the service invoice (IA). Accepting payment for a service order is the same as accepting payment for parts slips, deposits and credits. You first enter the invoice number, then you will be asked how the customer is paying. You must choose from the payment types you set up during configuration (ASC). If the customer is giving you two types of payment, you must press the key indicated on the status line to accept a split payment.

NOTE: Even if the customer is not paying you now, you should accept payment as a charge.

If a deposit was received:

If a deposit was received towards this work then things get more complicated. The amount of the deposit should be charged so that the customer's account will go to zero. The balance paid should be entered in the appropriate payment type. The total amount on the split payment fields must equal the total invoice amount, not the amount after deposit.

Deposits

Deposits are usually created (CDC) because a customer wants you to order a special part and you don't want to do it unless he gives you some money up front.

After either creating or finding the customer, you must enter the amount of the deposit. After filling in the reason for this deposit you can print the deposit invoice.

You must accept payment for a deposit invoice (CDA). The procedure is basically the same as accepting payment for a service invoice.

Deposits get locked when printed and must be unlocked for further updates.

Estimates

An estimate is a document you may create in advance of a service order. It will be usually be used for job proposals or for an insurance company. If you are actually taking the order for the work now, you want to create a service order, not an estimate.

Creating an estimate:

You may create estimates (SEC) for existing customers, create a new customer (while creating the estimate) or create an estimate without creating a customer in the database.

To create an estimate without creating a customer, press F4 while you are asked how to find the customer.

After selecting the customer, the vehicle, and the division, you will be able to enter service descriptions and charges on the estimate.

Creating an estimate is very much like creating a service order and adding parts to a parts slip except that parts are added and tracked for single estimate labor lines.

Prior to selecting "Parts" you should make sure the cursor is on the proper estimate line.

The "Mitchell" choice offers direct access to the optional Mitchell parts and labor database™ on CD-ROM.

If you have a fax board and fax software (Unix only) you can fax estimates without printing them.

The "Alldata" choice allows you to import estimates created by Alldata™.

Reserving the parts:

The RESERVE choice will allow you to reserve the parts on this estimate for this customer. If an attempt is made to sell a reserved part, the seller will be warned (not prevented) from making the sale. Using the reserve choice more than once will undo previous reservations and create new ones. The reservation is removed if the part gets sold to this customer, if the estimate is modified to not include that part, and reserve is run, or if the estimate is deleted. You can only reserve parts if this estimate was created for a customer.

You can view reserved parts by running the reserved items report in the parts reporting menu (ARH).

Looking up existing estimates:

The ESTIMATE-REVIEW program (SER) will allow you to search for and review estimates.

The Parts Department

This section contains information on the sale, reporting and tracking of your parts inventory. All parts sold through the system are considered part of your inventory, even though you may only own them for a few minutes.

Inventory tracking is essential to a profitable business. Understanding this section will aid you in avoiding inventory losses and maintaining or increasing your profit margins.

Counter Parts:

There is no difference between parts customers and service customers. Only the programs to maintain them differ. The primary differences are that parts customers do

not require vehicles and they can buy parts for resale. When creating a parts customer you can set the customer as a resale customer. This will prevent tax from being charged to this customer for parts sales. You also enter a price code for the customer. There are two price codes available for the customer: one effects pricing of parts used on service orders, the other effects prices charged on counter parts sales. Pricing formulas are set in the Set up parts groups and pricing program (ASG). There are six price categories indicated by the customers price code:

Price code 0, the default:

Charges full company list price.

Price codes 1 through 4:

Charge price 1 to 4 respectively.

Price code 5:

Charges "employee price", which is a certain percentage over cost as set in the setup configuration (ASC) program.

The settings for price codes and tax status can be made during the creation of a parts customer or by running the update a customer's price codes and tax status program in the customer administration menu (AMCA). Resale and tax exempt are not the same. A resale customer is buying the parts to resell them, at which point he will charge the tax. A tax exempt customer is someone like a church or the federal government that does not have to pay state sales tax. A resale customer will still have tax charged on a service parts sale.

Parts customer history:

While the customer-history choice in the customer menu (CH) shows the customers service history, the customer-history choice in the counter parts menu (PH) will show their parts purchasing history.

Bar codes in Senior Service Manager.

Bar codes are used on many retail products sold throughout the world, including many popular auto parts lines.

We use bar codes in the sale and look up of parts, and to bypass some of the menus when performing common functions in the service and parts departments.

Bar codes can either be pre-printed on the parts, can be on labels printed by you, or printed on service orders or invoices.

Hardware requirements:

In order to take advantage of the bar code feature, you must purchase one or more bar code decoders and an input device for each decoder. Not all bar code decoders and input devices are equal. During our testing we have found wide variations in the performance of different brands. Decoders used with Senior Service Manager must be fully programmable.

The input devices used are up to you. There are basically 3 types of input devices that are appropriate, wands, CCD scanners, and laser scanners. Wands are the least expensive of the three. They have the disadvantage of being somewhat difficult to use and having a harder time successfully reading poor quality or faded bar codes. Lasers are fast and accurate, if somewhat expensive. They can also read bar codes from a distance of 5 or more inches. The main disadvantages of lasers are that they contain moving parts and are therefore more prone to failure, and that they read a very wide area, thus making it difficult to read a bar code that has other bar codes next to it.

CCD scanners are lighter and smaller than lasers, read from a distance of up to one inch and are extremely accurate, even on very poorly printed bar codes. The disadvantages of CCD scanners are that they are more expensive than wands (the same or less than a laser) and that they can only read bar codes that are no wider than

the scanner (usually 2.5 to 3 inches). The width limitation should not be a problem with any expected use of bar codes in SSM.

After much testing, it is our current opinion that a CCD scanner is the best choice.

Types of bar codes

There are many types of bar codes. The codes you see in the supermarket are UPC codes. The bar codes printed by SSM are code 39 bar codes. It doesn't really matter what the code type is, if the hardware can read it, SSM can make use of it.

Limitations:

Some items come with a manufacturer's bar code, intended for use in their warehouses, that contains a serial number. Since each bar code is unique, you can not train the system to always recognize that bar code as the appropriate bar code for a certain item. We have seen this primarily on car stereo equipment.

All UPC codes consist of numbers only. Some manufacturer bar codes may contain letters in addition to numbers. In SSM we reserve the use of letters as the first character in a bar code to perform special, automated functions when reading bar codes printed by SSM. If you attempt to read a manufacturers code that contains a letter as the first character, it may not work correctly. Since virtually all bar codes on retail items are UPC codes, this should not be a problem.

You must train the system to recognize pre-printed bar codes either when creating a new item or through the "Check an item" program. When creating a new part, the title bar of the window where you are entering the part description, prices, etc., says "Press F6 to read bar codes." If you press F6, the system asks you to read the bar code with your scanner. The bar code information is stored along with the new part. If the part already exists in your inventory, use the "Bar" choice on the "Check an item" program.

Usage examples:

You have a bar coded part in your hand and wish to look up the prices and on hand quantities. Simply read the bar code with the scanner and the "Check an item" program will appear with that part displayed. This works in any situation in which you could ordinarily use the rapid access menu. This feature, and the other automatic features, will not function if you accessed the current program from the rapid access menu or with a Hot-Key.

You're updating a customer's parts slip, ready to type in a part number. If you read a bar code with the scanner, the part is entered, the quantity set to one, and the next line is created, ready for another part number. If you wish to enter a quantity greater than one, you can type *n, where n is the quantity to sell, before reading the bar code. The quantity is entered when you read the bar code. You may read a bar code instead of typing the part number throughout SSM.

You've printed a service order, on the bottom are five bar codes labeled "Parts", "Update", "Tel-Auth", "Invoice" and "Time-Clock In/Out". By reading one of these codes you can instantly perform the desired function on that service order. In a similar fashion, you can accept payment, update invoices etc.

Setting up the decoder:

Bar code readers used with senior Service Manager must be programmed before use. The default settings for different brand decoders vary.

The following settings must be made before the reader can be used. Follow the manufacturer's instructions supplied with your decoder.

Termination character:

Most decoders send a carriage return (CR) at the end of each use. This must be turned off to work with SSM. The proper setting for the termination character is "none".

Preamble:

Decoders used with SSM must be capable of being programmed with one or more characters that will be sent to the computer before the bar code data. The required

preamble characters are the "ESC" character (escape) and then a lower case "e" (in Windows an ALT-e is the correct preamble).

Postamble:

Postambles are characters sent at the end of each bar code. SSM requires that the postamble character be set to be a "^" (caret).

Baud rate:

If the bar code reader is connected to a terminal you must set the baud rate of the decoder to match the baud rate of your terminal.

There are often other settings that control aspects of reader use that are optional. For example, some decoders can be programmed so that you don't have to press the trigger when using a CCD reader. This and many other settings are optional and may be used at your discretion.

Printing bar codes:

Bar codes print successfully on most dot-matrix printers. Inexpensive 9 pin printers do an excellent job printing bar code labels. A pull tractor on the printer is better than a push feed for labels, especially if you feed the labels through the bottom of the printer.

If your 24 pin printer will not emulate an Epson FX then it may be unsuitable for printing labels. It should, however, work fine for the bar codes on service orders etc.

The condition of your printer ribbon is very important to the quality and readability of the bar codes. A faded, worn out ribbon results in difficult to read bar codes, especially when using a wand as your input device.

Bar codes printed on service orders, invoices etc. also require a good ribbon, but of more concern is the ability to read the codes on the second or third copies. There is a significant variation in the ability to read these copies depending on the printer model and the paper quality. A printer that does not strike hard enough to make dark copies will not print successful bar codes.

The NCR paper used on most invoices also varies in quality. Before having new forms printed you should consult your forms supplier to ensure that the paper quality will be adequate and that you have some recourse if the copies do not print dark enough. If you are curious about your current paper you may want to send samples to us for testing. If you with to print bar codes on the invoices you will have to set the field "PRINT BAR CODE" to yes in the company configuration file (TC).

Service parts slips

Parts slips are a list of parts being pulled from inventory. The programs to do this vary in minor ways; depending on whether the part is being sold on a service order or whether it is an over the counter sale. Service parts slips are created from the service-order/parts choice on the main menu (SP).

After entering the service order number you will be able to modify this parts slip.

Choices when creating or updating:

ADD:

Add lines to the parts slip. When adding lines you may select the parts to be added in several ways. The first is to simply type the correct part number and enter the quantity. This is fine if you know the correct part number. If you don't you may want to search for the part either by part# or by description.

Smart search:

When entering the full or partial part number the system is smart enough to search for parts even if you enter the formatting differently than the way it was entered when the part was created. For example the part "ADS 300i" can be found by typing "ADS 300i", "ADS300I","ADS-300i", "ADS 300 i" or even "ADS 3 0 0 i". We call this feature "Smart search" and it is very versatile.

Searching by part number:

To search by part number enter the beginning characters of the part number to start the search. If all your part numbers for Alpine stereo begin with ALP you could start your search at the beginning of all Alpine products by typing ALP and pressing the key labeled on the bottom of the screen. The part number display is in group and then part number order.

Searching by part description

To search by description enter a partial description in the part number field and Press the key labeled on the screen. If you have done a consistent job of entering product descriptions this type of search can be very useful.

After entering a part the program will automatically add another line to the ticket. This allows for faster entry when entering multiple items. To return control to the menu, press the "end" key (usually F4 in Unix, ESC in Windows). If the part chosen is a serialized part, you will be asked to choose the serial numbers you are selling at this time.

If the part is not found:

After typing in the part number if the computer responds: "Item not found" it means that this item has never been entered into your inventory. Assuming that you have the part, there are two choices: You can create a purchase order (the order choice at the bottom of the screen), receive it, and then place the part on the parts slip. You can "Create" the part now and then sell it. Last, if allowed on your system you can sell the part without making a permanent entry to the computer.

NOTE: Creating a purchase order or allows better tracking and parts history and is the preferred method.

Lost sales:

When you look up an item that you have never had in inventory you will see the message "Item not found". You have the option, at this point, of creating the item so that you can enter a "Lost sale". Lost sales for existing items can also be entered by using the "check an item" program

If you don't have enough:

After choosing the part to sell and entering the quantity, should the computer say: "None on hand" or "Not enough on hand", it means that your current inventory quantity is less than the amount you want to sell. If you actually have enough to sell you can either create a purchase order (as above), or "Buy" the part without creating a purchase order or you can correct the on-hand quantity .

Changes to quantities made (changing the quantity without a purchase order), can be checked by running the Report manual quantity changes to inventory program (ARMG).

Delete:

Removes a line from this parts slip. Will ask for confirmation first. There is no way to un-delete a line.

Discount:

Applies a discount to all parts on this slip. You may also apply a negative discount which will raise the price of all.

Undo:

Undoes all repricing or discounting and returns all prices to their default values.

Serv-inv:

Will complete this slip and go to the service invoice. Used when you are done with all changes and are ready to work on the final invoice. This choice does not exist on counter parts slips.

Calc:

Displays totals and profits on this parts slip. Use to review before completion and after any repricing or discounting.

Order:

Allows you to place the parts on a received purchase order on this parts slip. You may use an existing order or create one now. If the parts are no longer in stock they will not be placed on the slip.

Job-kit:

Places all the in stock parts on a job list on this slip. You must know or look up the job list number.

Est:

Places all the in stock parts on an existing estimate on this parts slip.

Frt:

Allows you to enter or change the entry for any freight charges you want on this slip. These charges will be charged to the customer.

Print:

On a service parts slip this choice will print a list of all the parts on this slip. This is usually used as a review to verify that no parts are left off the slip.

On a counter parts slip this choice will complete and print the final invoice.

Hold:

This allows the entry of a note about this parts slip. The slip can not be completed until this note is deleted. You will use this when you want to make sure that something is done before completing the invoice.

Note:

On counter parts slips only, you can add a note that will print on the final invoice. This note is specific to an invoice and can be used for any special warrantee status (final sale, no returns etc.) or for anything else you want to write on the invoice.

Cash Sales

When selling parts over the counter, you have a choice when selecting the customer to choose "Cash" as the customer. This will select the first customer named "Cash" in your database and is faster than creating a customer etc. Sales to the customer named "Cash" cannot be charged. If you do a large over the counter parts business to a diverse clientele this feature is very useful, but keep in mind that you have no specific customer information stored along with this sale.

F6 – Update Customer

This will allow you to view or update customer information while writing the parts slip.

Credits

The create a credit program (CEC) is used to issue a credit against a previous sale.

Credits may be issued for either a parts or service invoice. Credits may only be issued for invoices that have been marked paid by using the accept payment choice. If the invoice has not been marked paid, the invoice should be unlocked and corrected.

On the first screen you are asked for the service or parts invoice number. If this was a service sale you must enter the S.O. number. If this was a parts only sale you must enter the parts invoice number.

Crediting parts:

If a parts invoice exists you are asked, "if any parts are to be returned on this credit?" Only answer "yes" if you are actually getting an item back. If the credit is being issued because of faulty pricing or an over charge then answer "no" to this question.

If you answered "yes", you will see a screen similar to a parts slip. Here you will decide which parts to issue credit for. Move the highlight to the correct line using the arrow

keys, or the "next", or "prev" choices. Select the line by pressing "C" for credit. You must now decide whether this part should be returned to your inventory and the quantity being returned. If the part was defective, you may not want it to be returned to inventory. Repeat this procedure for all items being credited. If all the items are being returned you can use the "All" choice to speed things up. The "Undo" choice will reset everything to the way it started out.

Invoicing the credit

When all items have been selected press the "E" key to exit. You will be asked if you want to return all marked items to inventory and create the invoice. This is you final chance to correct any mistakes. Once you answer "yes" your inventory quantities will be modified and you can't go back. Assuming you answered "yes", you now have on your screen a program very similar to the parts invoicing program. You can adjust the amounts credited (reprice) for individual parts, apply a handling charge to all parts, etc. The totals are with and without tax. When you are done with any changes press "E" for exit to complete this credit invoice.

If this was a parts only sale you will be asked for the type of sale i.e., retail, wholesale, etc. and for any freight charges to credit. Now you can enter the amount to be credited for labor, parts, sublet, etc. Under no circumstances will the program allow you to credit more than the original sale. If you enter more, you will be warned and will have to make a new entry before continuing.

When you press "RETURN" or press "GO" (F1) on the last field key, you are asked if all entries are correct. If not, answer "no" and correct any mistaken entry.

Accepting payment:

You must accept payment on a credit (CEA) so that it will show up on the sales and cash reports. See accept payment for a service invoice for further details on how to accept payment.

Purchase orders

Creating a purchase order (POC)

This is the way parts get entered into the inventory. A purchase order may be created when you are ordering the parts or you may create it when the parts have actually arrived. If you wait until the parts arrive, you will have no information about what is on order.

Must have a vendor:

Purchase orders can only be created for existing vendors. If you wish to create a purchase order for a vendor you have never used before, you must first create the vendor in the Vendor Administration menu (AMVA). You may choose the vendor from a display of vendors by entering part of the vendor name, or you may enter the vendor number.

Special orders:

If this purchase order is a special order, for a particular customer, you will be asked to choose that customer. We only recommend creating special orders if the vehicle is going to leave your shop before the parts arrive. Don't create special orders for every item you need for a vehicle in progress.

Adding lines:

Adding lines to a purchase order is very similar to adding lines to a picking ticket. You may enter the part# or choose an item from a display of parts, sorted by part# or description.

When adding items to a purchase order you are asked to enter the new cost. The new cost you enter is checked against the high and low range set during configuration and you will be warned if the cost you enter falls outside this range. If you wish to change the list price of this part you can press F3 while in the new cost field and you will be

allowed to change the list price. Standard pricing formulas will be used to set the other prices.

If you are buying in case quantities and need to buy, for example, 24 for $57.89 you can press the F5 key and enter the total cost for the items purchased. The computer will do the division and account for "penny" errors that would otherwise occur.

Their is a field on the purchase order line for a service order number. If you are receiving parts on this purchase order, and you know which service order the parts are for, you may enter the service order number here. When the parts are received, they will automatically be placed on the correct service order. If the service order number is left at zero, the parts will be received into inventory.

Creating a new item:

If the item you enter does not already exist in your inventory you are given the chance to create a new item now. When creating a new item you must enter a description, the Parts Group, the Manufacturers List Price, stocking information and the serial number information (if applicable). Try to make the description consistent with other similar items already entered into inventory. This will facilitate searching for parts by description.

You must pick a valid, existing Parts Group for this item. If you need a new group you must create it in the Parts Group program (ASG), in the setup menu.

If you wish to create a new item that has the same part number as an item that already exists in inventory you must follow these steps.

1. Enter the part number in the part# field. The existing item's description will be shown and the cursor will be in the quantity field.

2. Press the F5 key. You will see the standard box used in creating new items.

3. Fill in the appropriate information and the new item will be created and on the purchase order.

Items with duplicate part numbers must be in different parts groups.

Serial numbers:

If you choose to use serial numbers for this item, you will have to enter the serial numbers when you receive this purchase order. Make sure this information is available at that time.

After entering a part, the program will automatically add another line to the ticket. This allows for faster entry when entering multiple items. To return control to the menu, press the "end" key (F4 in Unix, ESC in Windows).

Receiving the parts:

If the purchase order was created in advance, you may find that the parts or quantities you receive may not be the same as the quantities listed on the purchase order. You may choose to mark some of these parts "back-ordered". This must be done before you "receive" the items. You may mark all of the items (on any line) as back-ordered or just the quantity you desire. If you originally ordered 10 of an item and only 5 were received you have two choices: If the 5 that were not received will arrive someday, you may back-order those 5 and receive the others. If you are unlikely to ever receive the 5 that didn't arrive now, you should change the quantity on the purchase order.

If the system is so configured, you have the option of making an entry directly to accounts payable upon receipt of the purchase order. When you run the "Receive" choice you will be presented with five choices, cash, check, account, later and quit. If you choose "Cash", money will be deducted from the cash register to pay for this invoice. Choosing "Check" will allow you to write a check for this purchase order. Account will cause this purchase order to be posted to accounts payable. Later will simply receive the parts with no accounting entries. Quit will not receive any parts and will return you to the purchase order.

If you choose account. cash or check you will need to fill in the invoice amount and any freight or other non-parts expenses associated with this purchase order. Making entries

for freight and any accounts other than parts is only supported in conjunction with the general ledger.

There is also a setting in each vendors file that determines the default payment type for the vendor.

Printing labels:

The label choice in purchase orders will allow you to print labels for selected items. Labels will print in the order quantity.

Back orders: When back-ordered parts arrive you will use the Back-order choice on the main parts menu (AOB). The system retains one back-order list for each vendor, all of the back-orders for a vendor will be displayed. You may receive a back-ordered part or delete the back-order. Receiving or deleting back-ordered part effects the original purchase order and updates it to the current status.

When all the parts have been entered correctly on the purchase order, you may either Exit to allow later updating (or receipt), or you may receive the purchase order now. Make sure all quantities and costs are correct. Once a purchase order has been received it cannot be modified.

Using the Order choice while working on a parts slip may also create purchase orders.

Faxing a purchase order

The Fax choice will allow you to send a fax copy of the purchase order to the vendor (Unix only). This is a very convenient way of placing orders. Use of this feature requires a fax board and special fax software. Contact GenesisFour or your dealers for further information.

Returns to the vendor

You can create a vendor return slip (ATC) if you have parts that you want to return for credit with a vendor. A vendor return is very similar to a parts slip or a purchase order.

After you choose the vendor you will enter those parts you wish to return. Only parts in inventory can be returned. After entering the quantity you are asked for the purchase order number. If you enter this, the costs will be taken from that purchase order, otherwise, average cost will be used.

When finished entering parts you will choose complete, confirm that all is ok, and the vendor return slip will print.

Administration

This section describes programs used in the setup, reporting and manipulation of your data. The programs in this section are not used regularly in your dealings with customer sales but instead are used for tracking, and maintaining your data.

Administration programs include programs that report or change data in a number of areas, within the program. They are less commonly used than the programs on the main menu.

Maintain Technician..

(A) - Create

You must run this program to create all your technicians before they can use the time clock or be entered on a service invoice. The rate amount is used in all profit calculations. The figure you use can be their actual dollars per hour or an amount you feel more accurately represents their true cost per hour.

(B) - Update

Allows you to change any entries made during the creation of the technician. This also allows you to set the technician not be a "current" technician, which will prevent their number from being used.

(C) - Credit on invoices

This program is used to correct mistakes made when entering the credited amount on an invoice. It effects the technician reports only, not the invoice. If the invoice has not yet been marked paid, it's better to update the invoice instead.

(D) - Time clock

The time clock is used to track both the technician's time spent at work and the time spent on service orders. When starting the Time-Clock (ATA) (ESC-T in Unix, ALT-T in Windows), you are asked to enter your technician number. This number was assigned by the computer when you CREATED A TECHNICIAN (ATC). If a technician has not been created, you must do so before he can use the time clock. If the technician does not know his number, he may choose from a list of technicians by pressing the key indicated at the bottom of the screen.

The sequence of operation is for the technician to first Arrive at work. Unless a mistake is made, always answer "yes" to the question "Is this entry ok?". Then the technician will usually Start a Job. After entering the service order number, the technician will actually start work on the car. When stopping work on that service order he will End the job. If he goes to lunch or goes home he will Leave. The clock will not accept out of sequence entries, for instance, a technician must end-job before leaving.

W-time:

W-Time is our name for non-productive or wasted time that you may want to track. You need to create W-Time codes (ATG) before they can be used by this program. The entry of a service order number is optional, there usually won't be one.

(E) - Modify time card

This program should be used whenever a mistake is made on a time card entry. The use of this program should be restricted to management (see permissions).

(F) - Create w-time codes

Creates new w-time codes to be used with the time clock. Typical entries are "Shop Cleanup", "Repairs to Shop", etc. W-TIME codes are classed as paid or unpaid time, "No Work", etc. This choice effects the reporting. This is used if you have an incentive system and wish to credit people for repairing the shop but, perhaps not for cleaning the shop.

(G) - Update w-time codes

Allows you to make changes to previously created codes.

Maintain Customer..

(A) - Update

Basically the same as update a customer except, it allows you to update their price codes, tax status, tax rate, labor rate, maximum credit limit and whether they get charged financing on accounts receivable. You may want to restrict permission to this program (see permissions). You can also set whether you will accept payments to this customer's account by the invoice or simply by balance forward.

(B) - Source codes..

Customer source codes are entries made by you for how customers heard about your business. You use these entries when creating customers. Typical entries are "yellow pages", "radio ad", "other customer", etc.

(C) - Trans-O-Grams

When you print Trans-o-grams the program prints a text message that contains your pitch. In the case of Trans-o-grams for service due, the text always starts "Dear" <customer name> "Our computer records indicate that your" <their car info> "is due for

a" <the service due> "on or about" <the date due>. You enter the remaining lines, by creating and then choosing a Trans-o-gram document. When you create these you should enter a name for the document that you will remember, so you can use that text again the next time you print. Trans-o-grams printed for any thing other than service due do not have any fixed text, all the text is entered by you on a Trans-o-gram document.

The Ez-Mail programs have supplanted this program. It remains here only to provide backward compatibility

(D) - Service reminders

Allows you to make additions, corrections and deletions to a customers service due file. This is one of the three ways a service due can be entered for a customer. The others are automatically by using a job title or manually at the end of creating a service invoice.

(E) - Recommended Repairs

Allows you to make changes to a customer's recommended repairs file.

(F) - Mailing List...

Runs another menu with three choices. These programs will only effect your mailings of Trans-o-grams or mailing labels. Deleting customers from the mailing list will have no other effect. An incomplete address is either no zip code, no address on the first address line, or no state listed. Since mailings to these customers will undoubtedly be returned, you should run the delete customers with incomplete addresses (AMCFC) before doing any mailings. You may want to use the delete customer report (AMCFB) to make phone calls to these customers and update their address. Any usage of these customers will give you the opportunity to restore them to the mailing list.

(G) - Merge customers

This program is usually used when you realize that a customer has been created twice by mistake. This program will allow you to make them into just one customer. When running this program you first choose the customer to keep. The other customer will be merged and then deleted. The customer being deleted must have an account receivable balance of zero or this program will not run. After choosing the two customers you must decide if the cars are duplicates. This is the only way to delete a customer.

(H) - Merge vehicles

Use if a duplicate car has been created for the same customer by mistake.

(I) - Mailing letters

See the Ez-Mail section for more information.

Maintain Vendor..

(A) - Create

Vendors must be created before purchase orders can be created or accounts payable can be used. In this program you enter data specific to a vendor. A vendor is anyone who sell things to you. Parts suppliers, the electric company, and your landlord are some examples of vendors. If you are not using the accounts payable portion of the program, the only vendors you need to create are your parts suppliers.

Enter the vendor name, address, city, state, zip code, phone number and fax number.

CONTACT and NOTE are for your reference; if there is some person there you usually deal with or any details about this vendor you wish to remember.

TERMS and SHIP VIA are also for reference only.

DAYS TILL DUE and SET DUE DATE allow the automatic setting of the invoice due date when posting an invoice.

(B) - Update

Updates any of the data entered during vendor create.

(C) - Merge

Allows you to merge vendors. Useful when the same vendor has accidentally been created twice.

(D) - Delete P.O.

Deletes a P.O. for a selected vendor.

Maintain Parts..

(A) - Update

This program allows you to change virtually all of the data associated with any part. You can change quantities, costs, serial numbers, descriptions, part numbers, etc. This program can really mess things up (if abused) and its use should be restricted (see permissions). Changes to quantity made with this program can be seen by using the Report manual changes to inventory program (AMK). If you change the description or the part number, you must take into account that all previous sales of this item number will take on these changes.

You have the option of setting any individual item to be tax exempt. This is one commonly used method of charging for local fees etc. that cannot be taxed.

(B) - Reprice by formula

When pricing formulas in the parts group setup (ASG) are modified, the changes will only affect parts prices when parts are purchased or created. In order to have these formula changes affect existing inventory this program must be run. You can prevent certain parts from being repriced by this program if you set the "Don't reprice" field to "Y". This can be set using the "Update anything on an item" program (APA). A list of parts not repriced for this reason will be printed after running this program.

(C) - Update list prices

This program allows you to enter new list prices upon the release of a new manufacturers price book. After entering a starting number, this program will display all parts in a group, in the price book order, and allow you to update the manufacturer list price. Pricing formulas are applied when you run this program. The price book order is effected by any special sort parameters you entered for this parts group (ASG).

(D) - Stock and re-order

Stock level is the high amount you wish to stock; re-order is the reorder point. These fields may also be set in the update anything on an item (APA) program or may be set automatically based on sales by the report/change recommended stock levels (APJ) program.

(E) - Update list price

Allows the entry of manufacturers list, your list, and prices one through four. Pricing formulas are not applied when this program is used. This program can be used to override the formulas; however, if a part is purchased the formula will apply if the minimum profit (as specified by the formula), is not attained.

(F) - Rename group

Changes the group name of all parts in a group. Can also be used to merge two parts groups into one by renaming a group to an existing name. This program may take a while on large groups.

(G) - Set default vendors.

Runs a new menu with several choices that allow you to make initial setting or modify parts default vendors. Each part has a default vendor. These are set when items are first purchased using a purchase order, by using update anything on an item, by purchasing the items from a new vendor (after confirmation), or by the programs on this menu.

Set default vendor by group (AMPGA)

Set all parts in a group to have the same default vendor. This is useful if you have not maintained default vendor settings and wish to globally reset them. This should be run before running the choice below to make sure that all parts get set.

Set default vendors by last purchase (AMPGB)

Similar to the choice above, but checks for the last time the part was purchased and uses that vendor as the default vendor.

Swap default vendors (AMPGC)

Used if you change suppliers and they both have similar product lines.

(H) - Merge

Use this program when two part numbers have erroneously been created for one part. This commonly happens when the format of the part number is not entered consistently. For instance, you might have the part number "ADS 300I" and "ADS 300 I" listed in inventory. The computer assumes that these are different parts. Using this program will merge all data including all past sales.

(I) - Reset loc by group

Will reset the field for item location for all parts in a parts group.

(J) - Print labels

Prints labels with the item #, the part # , the price and the description for all or a group of parts. Prints on standard 1 across mailing labels. Can also print bar-coded labels.

(K) - More..

Additional menu items for parts maintenance.

(A) - Reset / Test stock levels automatically

This program will search through your actual sales (based on your input) and will recommend or reset the stocking quantity, or re-order levels of your inventory. NOTE: In order to make use of this program the system must have been in use for at least a few months or you will not have sufficient sales data to base any decisions on.

The first field is where you choose the Parts Group to work with.

Let's go through an example to explain the other fields. We will assume that the system has been running for more than 3 months and the group is ALPINE.

Sales criteria:

One of the main concerns in keeping an inventory is to only stock the things that we sell. We need to decide when it's worth it to stock an item, "Should we stock something that we only sell once a year?" "What criteria do we wish to impose on our inventory?" The field SALES is where you decide how many incidences of sale, as a minimum, an item must have had (in a given time period), for us to stock it at all. For this example we have decided that if an item has not been sold at least two times in the last three months then it's not worth stocking. We will set the sales field to 2 and the month's field to 3. The next decision is "What percent of the actual sales we will stock?" If the time period is fairly short then we may want to stock 50 - 100% of our sales. If longer (1 year) then we may want only 10-20%. This decision also depends on the frequency of your orders, if there are minimum orders, etc. We will assume that you want to keep inventory low and order frequently so we will set the PERCENT at 50%. The next choice sets the amount of consideration you wish to give "Lost Sales" when deciding your stock

levels. If set to 100%, lost sales will count as though they were actual sales. The last choice allows you to ignore any newly created parts when running this report. If you have just started purchasing a certain part and have decided to stock them there is the possibility that this program could reset them to non-stock status. This is because their sales are insufficient to meet your criteria. Setting this field to ignore items created in the last few months will help alleviate this problem.

After entering the above data you are asked if you want to reset the data with no display. Unless you have already run this program (for this group) and are satisfied with the results, answer "no". Choose printer or screen. When the data displays, what you will see is your current stock and reorder quantities, your actual sales during this period, and the computers recommended changes. If the suggested changes seem incorrect try running the program again with different parameters. When you are satisfied with the results you may want to run the program again (with the same settings) and allow the computer to automatically reset your stock levels. Having stock levels set correctly will both ensure that you only stock the items that sell and make your ordering easier.

You can prevent certain parts from being reset by this program by setting the "DON'T STK" field to "Y". This can be set using the "Update anything on an item program" (AMPA). A list of parts not reset for this reason will be printed after this program is run.

(B) - Set display qty. or description

Display quantity is displayed when checking an item. It is also used by the stock order report to determine order quantities. Display quantity is only changed by this program. Selling an item on display will not automatically reset display quantity. Display quantity has no effect on on-hand quantity. Item description can also be changes in the above program.

(C) - Force an item onto next order

Allows you to force an item so it will appear on the next stock order report regardless of it's stocking level or on hand quantity.

(D) - Track parts that are out for repair

Allows you to make or review entries in the "out for repair file". Primarily used when you will be sending a part belonging to you or a customer out for a repair. An example of this is a Speedo head repair. After removing the part from the car you may need to send it to a Speedo repair shop to be fixed. This allows you to track where that part is etc. Another example is if you had a part that you still own but needed to have it repaired before you could sell it.

A part that you own that is out for repair is still included in your inventory count and value. When checking the part the quantity out will be displayed.

(E) - Re-format all part numbers in a group

This will reset the format of all parts in a group in accordance with the "special format" as set in parts group setup. Changes to the format in parts group setup are not applied to existing inventory unless this program is run.

(F) - Supersede a part number with a new number

Replaces an existing part number with a new number and creates a parts suppression with the old number. Parts suppressions are not items in your inventory. They are simply alternate lookup numbers for a part. All attempts to retrieve a parts suppression will automatically retrieve the superseding part.

(G) - Exchange defective serialized inventory

If parts have serial numbers it can be very confusing when you have to exchange a unit that is defective. This program allows you to make the exchange and keep the serial numbers in inventory correct. It does not create any receipt or credit. All it does is affect the serial numbers.

(H) - Reset inventory quantities to zero

Used for taking inventory via a portable collector. Sets every items on-hand qty to 0.

(I) - Download data from portable collector

Please call GenesisFour for more information on portable collectors.

Maintain Inventory..

(A) - Inventory pad

Prints a list of all part numbers in the computer with prices, stock quantities, etc. Requires wide paper and may take a long time for a large inventory.

(B) - Inventory Sheets

This program will print sheets listing all non-obsolete parts for the purpose of taking a physical inventory. You have a choice of doing this for a single parts group or for all groups. This program is closely tied to the adjust inventory from sheets program (AMIC). Adding new items to inventory after printing these sheets will upset the order and the adjust inventory from sheets program may not match the printed sheets. This program prints on standard 8.5" x 11" paper and prints 18 parts per sheet. Make sure you have enough paper. This program sorts the parts by their location, then by their parts group, then by their part # when run for all groups. You may want to run the set unused items to obsolete (AMIJ) program to minimize the number of sheets printed.

(C) - Adjust sheets

This program is used to correct your inventory based on the sheets that were filled out while checking actual stock. Before adjusting your inventory you should store the before inventory quantities (AMID). You should also run an inventory value report at this time (ARPG). You must make the same entry for group as was made when the sheets were printed. You are asked to enter the starting item #. This is the item # of the first part on the sheet you are entering from. When all corrections have been made, you should run the store after inventory quantities program (AMIE) and another inventory value report (ARPG).

(D) - Store before qty

Sets the before inventory field so that inventory discrepancies can be checked after taking a physical inventory.

(E) - Store after qty

Sets the after inventory field so that inventory discrepancies can be checked even after sales have resumed.

(F) - Before & after qty

Reports changes made during inventory to either a single item or all items. If all items reports on increases or decreases (in quantity) to the printer or on the screen.

(G) - Enter initial inventory

This program should only be used when first setting up and getting running, no records are kept of changes made to inventory by this program. Do not use this as a substitute for purchase orders. Before entering your parts you must first have created the appropriate parts groups (see parts groups).

When entering your parts for the first time it is important to decide on a consistent numbering format to use. We strongly recommend that you use the manufacturers exact format, including spaces. If you do not enter your part # consistently, it will be very difficult to look them up in the future.

(H) - Reset sales qty

This program should be used at years' end to reset the year to date sales of each part. The first question you are asked is, "Do you want to reset all values?" Answering "no" will end the program with no changes. If you answer "yes" you are asked, "Do you want to recalculate all data?" If you answer "no" only the year to date field will be reset. Answering "yes" will allow you to enter the years' starting date and will then recalculate all monthly, last year, and year to date data. This is especially useful if you forgot to reset at years' end. No harm will occur by recalculating, but it can be very slow. Monthly sales are automatically reset when the first user logs in on the first day of any month. This may take some time and should not be interrupted.

(I) - Before & after by group

This is the same as the inventory value report (AAI) but, uses the before and after inventory quantities to determine value.

(J) - Obsolete

This will set all parts with no purchases in a specified number of months and "none in stock" to obsolete. If a part is obsolete it will not appear on the sheets for taking inventory. This is the only difference. If an obsolete part is purchased it will automatically become not obsolete.

(K) - Import

Imports parts data from a text file. GenesisFour has data for a variety of makes and models available. This data can be used to give you a starting parts database or for the purpose of pricing updates. Data may also be imported from files of another origin.

The correct format for importing data for pricing upgrades or to add parts to the inventory is to have an ASCII text file with each part on a single line. There should be four (or seven) quoted, space separated fields as follows:

```
Field name          Field type    Max. length
Part number         Character           20
Description         Character           24
List price          Decimal        5 digits + 2 decimals
Cost ea.            Decimal        5 digits + 2 decimals
*On hand qty.       Integer              3 digits
*Stock level Integer               3 digits
*Re-order point     Integer          3 digits
```

* These fields are optional and are normally used only when entering data from another program during initial setup.

Note that the quotes are optional on all numeric fields.

A typical file would look like this:

```
"12 345 345 543" "MUFFLER BEARING" "45.76" "31.45" "4" "5" "2"
"32 556 123 567" "FRAMISTAT" "12.00" "7.56"
"ARN-33486-B" "WATER PUMP" 67.76 34.65 3 4 1
```

Do not have any extra fields when using this program. The data must be formatted exactly like this for the program to work.

Preparing your own data:

A program supplied with Progress called "quoter" is very useful for converting data to this format. Contact GenesisFour or Progress for details on the use of quoter.

(L) - Multi-Location..

Used only for multiple location sites. Allows the transfer of inventory from one location to another.

Maintain Jobs, Makes, Models..

The programs on this menu allow you to search for, create, or update standard job titles, standard job lists, and the data needed to maintain these lists.

There are two types of standard jobs you may wish to create:

Job titles

Job titles are a means for you to rapidly fill in information on a service order. They contain data for the service order description, estimate dollars, estimate hours and more. Job titles may be created without creating makes and models.

Job lists

Job lists do everything a job title does plus they allow you to enter a list of parts and other charges that are correct for a specific make and model. This data is available for accurate estimating, checking for stock, etc. In order to create a job list you must first create a job title (AJE) and create a make/model

(A) - View Job List

Allows you to look up a job list either by the job number or by entering year, make, and model. This program can also be accessed from the rapid-access menu (F2).

(B) - Job List

A standard job list is used for parts look-up and job estimating.

When you enter the job list program you will have a menu with 6 choices

Details

This section allows you to enter the name of the job (job title) labor hours, messages, whether you will charge by fixed dollar amount or dollars per hour, the job title used etc.

Hours to charge:

HOURS is the number of billed hours you will charge to do this job.

DIV is for the abbreviation of the company division that will do this job.

Message:

Used for you to put a job specific message that can be seen whenever this job is checked. A typical use would be to note any common variations such as "Add $20.00 if car has air conditioning".

Charge

Used for any additional charge that you will have on this job. If this job always requires an alignment and you sublet your alignments then you could put that charge here.

Fixed

Controls how labor is charged, by a fixed dollar amount or calculated based on your labor rate. Labor$ is the amount of the fixed charge, if you are charging a fixed amount.

Makes/Models

When you choose makes and models you are asked for a make. Enter the make or press F3 to choose from a list of makes. Now you will be shown the models that currently are used by this job. You can add or delete models here. When you add a model you will be asked for a year range. This year range only applies to this model. If you need to update the year range you must delete the model and add it back.

You may have as many makes, models and years for this job list as you want. Entering unnecessary year ranges (01 to 99 for example) just takes up extra space and does no good at all. Try to make this as accurate as possible.

If a job list truly fits all models of a make then you can create a model named all and use it in the job list.

If you create a job list and use the make "All" then all makes and models will be able to find this job list.

Labor

This is where you enter the text that will appear on the service order when you choose this job list. Note that this text will take precedence over any text entered in the job title. If you wish to use the text in the job title you must have no text lines in the job list. Even a blank line will prevent the job title lines from being used.

Parts

Here is where you enter the parts that are specific to this job list.

These parts will be used in all estimates created using this job list. Sometimes you want to list a few alternate parts on the list. For example, if the list is for an exhaust you may want to list the front pipe for both an auto or manual transmission. The field labeled "$" controls whether or not the part will be included in estimates.

View

This choice will display all the makes, models and years that this job list applies to. If you have large year ranges and/or many makes and models this list can be many pages long.

QUIT

Leaves the job list program.

(C) - Makes

Creates the standard makes used during vehicle creation and by the job list program.

(D) - Models

Creates the standard models used during vehicle creation and by the job list program.

If you create a model named "All" and assign it to some job lists, you will be able to use it even if there is not an exact model match.

(E) - Job Titles

Job titles allow rapid data entry on a service order. Whether updating or creating, the data entry operation is the same.

The first field, Job Title, is where you enter a name for this job. This is the name used in all searches for this job so use something simple. Example: the job title for the installation of an "Ungo TL-1600 alarm system" could be "UNGO 1600".

The next field, EST$, will fill in a dollar estimate on the service order line. The field EST HRS will fill in the hours estimate on the service order line.

Labor charges

The field FIXED controls the type of labor charge that will be used on the final invoice. A choice of fixed will charge a dollar amount specified. If you enter $100.00 as the fixed charge, that amount will be charged regardless of the number of hours billed. If you choose Dollars per hour, the labor will be calculated based on your labor rate.

The field "Labor$" will enter the fixed labor amount. NOTE: This only applies if you are charging a fixed amount for labor.

Recommend-ations:

The field Rec? allows you to automatically create a recommended service for this customers vehicle when you use this standard job title. If the job title was "Minor Tune" then you may want to automatically recommend the next service. If "Rec?" is "yes", you will be asked for the "Title of the Next Service" and in "How Many Months" it should be done.

Job description

When these fields are completed you will be able to add service description lines for this job title. If the job title is "Front Brakes" you might enter service description lines reading "Replace front brakes including replace pads." Other examples are: "Repack wheel

bearings - Bleed brake system" and "Machine rotors and test drive car." These lines will be entered automatically onto a service order, if you choose this job title. When finished entering description lines, choose "quit" and the job title is complete.

(F) - Merge makes

Often duplicate makes get created by mistake. For example you may have the makes "Chevy", "Chevrolet" and "Chevrolet" as standard makes. This is troublesome because if you have a job list for "Chevrolet" and the car is a "Chevy" you won't be able to find the job list. You should merge any duplicate makes regularly. This will not only get rid of the standard make but reset the vehicles as well.

(G) - Merge models

Same as above but for models.

(H) - Merge job titles

If you want to get rid of or rename a job title you must merge it with another one. This will also reset any job lists with the merged job title.

(I) - Delete job list

Permanently deletes a job list.

(J) - Rename job title

Changes the name of a job title and all job lists with that title.

(K) - Standard comment

Standard comments are preset responses to work done. They can be chosen when in the comment field of a service invoice. A common comment after an oil change could be "Your oil was very dirty. Changing the oil more often will prolong engine life". The use of standard comments can save a lot of typing. Standard comments can also be created/updated while in a service invoice.

Maintain Miscellaneous..

(A) - Swap Cars on a Service Order

This program allows you to switch the car used on a service order (in the case of a customer with more than one car). This gets used if a mistake is made during the creation of the service order.

(B) - Mark Vehicle as Obsolete

When a customer sells or disposes of a vehicle you may want to delete that vehicle. It will no longer appear as a vehicle belonging to this customer. The vehicle does not really get deleted by using this program, just hidden

(C) - Microsoft Word for Unix

This menu choice allows you to run Microsoft Word from within our program. Word is one of the most powerful word processing programs available and will allow you to have any of your employees write any kind of document on their terminal. Running Word from this menu choice will automatically create separate file storage directories for each user and allow individual Word setup configurations. For details on operating Word you must consult the Word manuals. Word is especially good at creating custom form letters by using data created from our customer sorting program (ACB). By merging the data file and the letter file you have created, you can customize a letter for any purpose, as well as address and customize it for a group of your customers.

This option is only available on Unix systems that have purchased and installed Microsoft Word for Unix .

(D) - Transfer Word Files..

This choice starts another menu that will allow you to easily transfer files to and from a Windows computer running Microsoft Word. All file name extensions (.doc or .dcx) are handled by the programs. Do not enter the extension when specifying a file name. If you do not have Word for Unix installed, the only use for this program would be to transfer a Unix Word data file, (created by the customer sort program when running in Unix), to a disk for use in a Windows computer. If our program is running in Windows, you can use the Windows copy command to transfer files.

(E) - Change Division or Advisor on a Service Order

This program allows you to correct a mistaken division entry on an invoice. If you have more than one division, and you need to track sales by division, you may need to use this program if a mistake was made during the creation of the invoice.

Reports Technicians..

(A) - Technician productivity

Prints or displays a report on technician productivity within a date range. Lists all completed invoices, work in process and W-TIME. Provides totals of billed hours, work in process, work done before the report date but billed during the report dates, the actual time punched in (daily time), as well as paid and unpaid W-TIME. This report shows more detail when printed then when displayed.

(B) - Shop productivity

Prints a report on all jobs within a date range, with productivity ratings for each and totals for the whole shop. Can report on one or all divisions.

(C) - Sales totals

Prints a report on the dollars sold by tech. Is not accurate when more than one tech worked on a car.

(D) - Time cards

Allows you to view current and past time-card of any technician.

(E) - Status

Displays all technicians punched in today. What they are currently doing, the last or current job they are working on, and the number of hours they have spent on that job so far.

Reports Customers..

(A) - Main customer reporting and sorting program

This is the main customer reporting program. It first sorts a group of customers (based on data you input), then it outputs that data to the screen; a printed list, Trans-o-grams, mailing labels, a file to use in Microsoft Word, mailing letters, or simply displays a count of the customers that match the criteria entered.

When you start this program you are given three choices:

Customer Sort:

Choosing customer sort will allow you to make an additional choice of sorting by all customers i.e., Counter sales customers-anyone that has made a counter sale purchase or sorting by type of vehicle. If you choose to sort by vehicle you will have to enter make, model, etc. You may use the "*" character as a wild card. Entering "CHEV*" for the model will use either Chevy or Chevrolet. All of these choices will allow you to specify a division.

Service Due:

Finds those customers that have a service due reminder in a date range.

Last Activity:

Finds those customers that were last in for service within a date range. Useful for listing customers who have not been in for a while (even if there is not a service due reminder for that customer). Can also be used to list new customers.

Trans-o-grams:

After choosing the sort parameters you must choose what to do with this data. The first choice is to print Trans-o-grams. Trans-o-grams are a printed form that looks a little like a telegram. They are very easy to mail out, as no envelope is required. One source for Trans-o-grams is NEBS, Inc. Product # 9350, telephone No.: 1-800-225-9550. To print Trans-o-grams, the printer should be set to 10 CPI 11" page length 6 lpi.

Word data file:

If you choose to send the output to a Word Data File you will need to choose a "file name". This name can be up to eight characters long. The correct word extension (".dcx" in Unix, ".doc" in Windows) will automatically be added.

Mailing labels:

Mailing labels will print on 1 across mailing labels. Printer settings are the same as for Trans-o-grams.

Mailing letters:

See the Ez-Mail section for more information.

(B) - Print customer recommendations report

Prints a report of all recommendations you have made, within a date range, to customers on their service invoices.

NOTE: This reports on recommendations, not service due.

(C) - Look up customer special orders

Finds any purchase orders that were designated as special orders for a specific customer.

(D) - New customer report by source code

Reports on totals of all new customers within a date range, sorted by their source code. This is used for tracking your advertising effectiveness. You can either print this report or view it on the screen. In addition to the quantity of customers, it shows you your actual sales up to the current date and the gross profit generated from these customers.

(E) - New customer report by Zip Code

Reports on totals of all new customers within a date range, sorted by their zip code. This is used for tracking your advertising effectiveness. You can either print this report or view it on the screen. In addition to the quantity of customers, it shows you your actual sales up to the current date and the gross profit generated from these customers.

(F) - Reprint all service records for a vehicle

Reprints all service invoices for a customer's vehicle. This will print exactly the same as the original invoice printed.

(G) - Print customer follow-up report

Prints a list of all customers that had invoices marked paid within a date range. Typically you would enter a date (or dates), about a week ago. You would then call all the customers on the report and check to see that everything is ok with the work that you did. This should be done regularly. (See Ez-Mail section for mailings for follows up letters).

(H) - Report on single customer sales totals

Reports on all sales of a customer in a date range sorted by the customer's vehicles. Nice to know when the customer says "I spent $4000 dollars here last year and....".

(I) - Report on sales totals for all customers

Reports on sales to all customers sorted by sale amount. Used to see who is spending the most (have a contest?).

This report writes a temporary data file in order to compile the statistics. You should not attempt to run this report on more than one terminal at a time or the results will be inaccurate.

(J) - Sales Report By Source, Zip or City

Shows sales information by Source, Zip, or City.

Reports Leads..

(A) - Sales Leads Information Report

A new "SALES LEADS REPORT" allows you to report on your sales prospects as entered into CONTACTRAC^{TM}, the new Contact Manager, by STATE, from FOLLOW-UP DATE to FOLLOW-UP DATE, and gives options on whether or not to include ALL, MOST RECENT, or NO contact information (conversation summaries).

(B) - Sales Leads By Source Report

Shows the total number of leads grouped by source number. If you select the Show Lead Information, it will list them.

Reports Vendors..

(A) - Print or display a vendor list

Lists all vendors sorted by either vendor name or vendor number.

(B) - Review unreceived purchase orders

Lists all purchase orders created but not received. Should be run regularly to ensure that purchase orders are not being forgotten about.

(C) - View All purchases of an item

Lists all purchases within a date range of any part.

(D) - Vendor purchases report

This will report on all purchases from a vendor, for one years time, by month. This is useful for tracking how much you spend with each vendor.

(E) - View all returns of an item

Lists all returns of a part.

Reports Parts/Inventory..

(A) - Sales of one item

Displays all sales within a date range of any part. Can be used to check inventory discrepancies, etc.

(B) - Low inventory

Prints or display a report on parts that were sold in a specific date range, (or yesterday), that are at their minimum stocking quantity or below. If you want the report to display only those parts that are at zero quantity, then enter zero. If you want to see all parts below their minimum quantity, then enter a number higher than the minimum quantity, i.e., 99. This is not the same as the stock order report (APD) as this will only display parts with sales in the specified date range.

(C) - Stocking order

Prints a report on parts at or below their minimum stock quantity. Takes into account display quantity and does not count these as inventory when deciding what to order. The recommended order quantity will bring you up to maximum stock level, you may want to order less. This report can be done for all parts, a parts group, or for all parts that have a specific default vendor. If done for a vendor or by group, you have the option of automatically creating a purchase order based on this report. This report will also list any parts that have had their "Force" quantity set.

A special format low inventory report can also be directly faxed to one or more vendors (Unix only). This report shows the part numbers etc. and has a place for the vendor to fill in price and availability. This can be a fast way to find out who has what and who has the best prices. This requires a fax board and special software.

(D) - Manual quantity changes

Reports on changes made by the update anything on an item (APA) program, by correcting quantity while adding lines to a parts slip or by adding a new item during a parts slip. Keeps track of by whom, when, why the correction was made, and that value of the correction.

(E) - Sales & purchase of one item

List the totals within a date range for a specific part.

(F) - Sales & profitability by group

Prints or displays a report on the profit attained (within a date range) for each parts group sorted by group name.

(G) - Value by group

Prints or displays a report on inventory value, by group and the total of all inventory. Will report on the value now.

(H) - Inventory on open invoices

Reports on inventory that is on parts slips that have not been marked paid. Used to determine the value of your inventory in progress.

(I) - Lost sales

Report on all entries that have been made to the lost sales file. These entries are made by using the Check an Item program (F2-B). Lost sales entries should be made whenever you feel that you would have made the sale, if you had the part in stock. Lost sales can be taken into consideration when running the stock level resetting program above (AMPKA).

(J) - Over stocked inventory

Reports on all inventory that has an on hand quantity greater than the stock level.

(K) - Reserved inventory

Reports on all items currently on reserve by the estimate program (see estimates).

(L) - Non-stock sales

Reports on all parts sold in any given calendar month which are set to be non-stocking. Helps determine if parts that are NOT BEING STOCKED are being sold often enough that you should consider stocking them.

(M) - Non-inventory sales

Reports on all NON-INVENTORY items sold within a date range. This is a new term in Senior Service Manager 4 which refers to parts sold through the system using the "SELL" choice. These parts are NOT real items in your inventory and have NO ITEM NUMBER. By definition, NO PURCHASE ORDER was written for them. If you use the SELL feature intentionally, this report will help you to determine if such parts SHOULD IN FACT be created in your system. If you DO NOT use the SELL feature intentionally, then this report will help you to determine if the feature is being used without your knowledge.

(N) - Movement – complex

Shows parts movement based a complex set of criteria. It shows detailed output for fast & slow moving parts with group break downs.

(O) - Movement – simple

This is a much simpler version of the above report. It runs based on a date range and shows each part with number sold.

(P) - Cross-reference

Reports on cross references for all parts or a single part in the database. This report can output to screen or printer.

Reports Job Titles/Lists..(A) - Display or print all job lists

Prints or displays all the job lists that have been created along with the make, model, the title, and the job number.

(B) - Report on jobs performed by make

This will report on all the jobs finished that were entered onto a service order, by choosing a job title within a date range. The report is sorted by make of vehicle so you can see how many "Toyota tune ups" or "Chevy clutches" were done.

(C) - Job title report

Prints out job title & labor line information for selected jobs.

(D) - Job title summary report

Shows the sales of selected job titles over the last 12 month period.

Reports Service Advisors..

(A) - Sales Totals Only (screen or print)

This program will print or display a report of the profits earned (within a parts group and a date range), by each of your salesman.

(B) - Sales Totals & Performance Analysis (print only)

This is a detailed report of all service advisors that wrote service for a date range. Each advisor is shown in a summery report in comparison to each other. It can also show a complete invoice break down. All results can be shown before of after applied discounts.

(C) - Parts Group Profit (screen or print)

Prints or displays a report on the profit attained (within a date range) for each parts group sorted by group name.

Reports Unpaid/Uninvoiced..

(A) - Report on unpaid S.O. invoices

This program will report on service invoices that were completed within a date range, but have not been marked paid. It is important to run this program regularly to prevent invoices from sitting around and being forgotten.

(B) - Report on unpaid parts invoices

Same as above except, for counter parts invoices.

(C) - Report on uninvoiced S.O.'s

Reports on service orders with either parts or labor used that have not been invoiced. Should be run regularly to make sure all work is being invoiced and paid for.

(D) - Report on unpaid credit invoices

This program will report on credit invoices that were completed before a specified date but have not been marked paid. It is important to run this program regularly to prevent invoices from sitting around and being forgotten.

(E) - Report on unpaid deposits

Same as above except, for deposits.

Reports Progress Results

This will run the results report generator. This is an optional package available from G4.

Ez-Mail

The Easy mail programs are designed to simplify the task of making regular mailings to your customers. With only a few keystrokes, you can print a mailing on plain paper, letterhead, Trans-o-grams or on anything else that will fit through your printer.

The EZ-MAIL menu will allow you to send 4 types of pre-configured mailings.

All of the mailings have default date ranges and letter names that can be modified through EZ-MAIL setup.

To send a mailing, choose the type of mailing and you will see a screen with a number of default choices already entered. In many cases, simply pressing F1 and confirming the printout will be all you have to do. If you wish to let the system count the entries or verify each entry before printing, make the appropriate entries as described on the screen.

Service Due:

This mailing will be sent to all customers that have a "Service Due" entry within a specified date range. The dates are usually from 2 to 3 weeks ahead to a week after that if you plan on sending these weekly. Reminding your customers when they have service due will bring you more business.

Follow up:

This mailing is designed to be sent to all customers that picked up their cars recently (last week). Mailings like this increase customer good will and will often "save" a customer who may not be completely satisfied with the work done. See the sample letter for a good example of how to do this.

Long Lost:

This mailing is designed to bring in customers that have not been in a long time (over 6 months typically). You may not have a specific service due listed for these customers, but if 6 months have gone by, it's a good bet they need something. The sample letter supplied offers a discount to these customers to encourage them.

Recommend:

This will be sent to all customers who came in a recently (typically 2 to 3 weeks ago) that had recommendations entered on their invoice. This letter will remind them of these recommendations and hopefully encourage them to make an appointment.

Setup Ez-Mail:

Setup allows you to tell the system what defaults to use for the easy mailings. Defaults are for the proper file name and the default dates to use when running an Ez-Mail program. The dates are entered as days after or before the day the program is run. For example, if you set days-from to 7 and today is June 19th, the default date when you run the easy mail program will be June 26th.

Edit:

This runs the editor that updates the letters. When you enter this program you are asked to enter a file name. This can be the name of an existing letter or any name if you wish to create a new letter from scratch. You can also press F5 and choose form a list of existing letters. It is often faster to retrieve an existing letter, Press F1 to save it under a new name, and make your changes.

Merging Data:

In order to merge data into your letter you must enter the field codes that are appropriate for the letter. An example of a field code is <FIRSTNAME>. This word, enclosed in the brackets, will cause the customer's first name to be inserted whenever the letter is printed.

Choosing Codes

You can choose from available field codes by pressing F5 when editing the letter. Not all field codes will function in every type of customer sort. For example, if you are doing a mailing based on service due, the field code <DUE-DATE> works fine, if your sort is for all Chevys, that code is not available.

Basic customer information (Name, address etc.) is always available. Vehicle information (Make, model, year) is only available if the sort is vehicle specific (service due, last activity, or by vehicle). Service due fields are only valid in service due sorts. Last activity information (RO-DATE, RO-MILE) is only available during last activity reports.

You can also merge in your company name, address, etc. In addition the user-name of the current user can be automatically merged into the letter.

The merge code <RECOMMENDATIONS> will print up to six recommendations, each on a separate line. Be sure to allow for this if your letter is very long to prevent your letter from going on to a second page.

Special Codes:

There are three special field codes that do not merge data. The first is <PAGE=n> where n is the page length in inches. This will set the page length in the printer. This is used when printing to a form that does not match the page length set in your printer. A common example are Trans-o-grams. These forms are 5.5 inches long. In order to print correctly to these forms you should insert the field code <PAGE=5.5> on the first line of your document. If you use this code it is a good idea to turn your printer off and then on when done printing to restore it's default page length. The page field code is not needed and should not be used with laser printers.

The second special code is <REM>. Use of this code allows you to insert comments that will not take up a line of space. The existence of this code anywhere in a line of text will cause the line to be ignored. If you wish to insert comments that do take up a line of

text, simply place them inside brackets. Anything inside brackets that does not match a field code will not be printed.

The third code is <LEFT-MARGIN=n> where n is the number of characters from the left to start the left margin. If this code is not entered the default is a left margin of 5 characters.

Test Printout:

You can print a letter as a test at any time by pressing F6. The letter will use a random customer to test the merge fields.

You can use the F9 key to insert a blank line of text above the line containing the cursor. F10 will delete the current line.

Bookkeeping

The bookkeeping programs consist of Accounts Receivable, Accounts Payable, and Banking.

All these programs connect with each other. Entries made in accounts payable can affect receivables, etc. As we describe each program it will be necessary to mention others in order to explain how they are connected.

Many changes have been incorporated for those who have the optional G/L package. See the G/L manual for details.

Accounts Receivable

The choices on the accounts receivable menu are programs that allow you to check, update and report on customer's that owe you money.

(A)ccept Payment

This is where you will make an entry when a customer gives you money that goes towards his accounts receivable.

If the customer is set for Pay By Invoice then the system will prompt you for a reference number. This reference number is free form text and can include anything from the check # to the credit card authorization number. After the reference number is entered you will be prompted to make items paid or part paid for this customer. See below for more information on the Mark function.

(M)aintain

This program allows you to view, update, make corrections on, and print statements for a customer's account. Most of the entries made in this program will come from other programs. DEBITS will usually come from accepting payment on an invoice and listing the payment type as a charge. CREDITS will usually come from ACCEPTING PAYMENT FOR A CUSTOMER (CA). You will rarely have a need to make a debit or credit entry manually. *Do not use this program as a substitute for accepting payment. You should restrict access to this program to your bookkeeper* (see permissions).

When you first install the program you may have existing customers that owe you money. After creating the customer you should run this program. When you are asked to enter the beginning balance enter the amount owed by the customer.

Trace:

Will allow you to track an entry to the program it started from and view any associated entries.

Statements:

Should be printed on a special pre-printed form. Forms are available from NEBS Inc., Product 9064-2, Telephone No.: 1-800-225-9550. You do not need to buy these with your company name printed.

View:

Allows you to view the parts or service invoice associated with an entry in receivables.

Finance:

Allows you to add finance charges on the unpaid balance in this customer's account. The default finance rate and grace period is set during configuration (TC). Individual settings may be made by using the "update customers price codes..." program (ACC). You will be asked to confirm the date to charge from. The charge to date is preset a Today – Grace Period. Normally this number will be correct, however be sure to double check the date. *A wrong date could case the system to charge financing years back.*

Go-To

Will go to entries by their date. Much faster than page-up when looking for old entries.

Mark

Marks entries paid or unpaid when using the pay by invoice feature. This feature must be enabled in the customer's file if your default is to pay by invoice. There is no good reason to enable this feature for customers that only charge infrequently. It is very useful if you do fleet work. Each line may be marked as PAID, UNPAID, or PART PAY. Part paid lines will store a running total for that line.

Pack

Will delete old entries and form one entry that is the total of all the old entries.

Expand

This will "expand" a line to show you detailed information about the line. The full reference line is shown here. It also shows the debit, credit, paid amounts, and amount owed for the line.

(V)iew

This is the same as above only no data changes are allowed.

(U)pdate

Basically the same as update a customer except, it allows you to update their price codes, tax status, tax rate, labor rate, maximum credit limit and whether they get charged financing on accounts receivable. You may want to restrict permission to this program (see permissions). You can also set whether you will accept payments to this customer's account by the invoice or simply by balance forward.

(R)eport..

(A) - A/R Totals

This will report on all customers with either a negative or positive accounts receivable balance. You can sort by customer name or by balance due. The aging is dependent on the date of the transaction. Aging will be incorrect for those customers whose only debt is their beginning balance.

(B) - Activity

Prints or displays a report on all transactions that have made an entry to accounts receivable within a date range. This is usually used to track down problems, etc.

(C) - Un-Paid Entries

Shows all un-paid A/R entries by customer. This is a simple predecessor to the Aging report (see below) and is left only for backward compatibility.

(D) – Aging

Prints a report similar to the A/R total. This version is more complex and shows a complete invoice breakdown of what is owed and age of the entry. If you do not track payments by invoice you should not need this report. The age is shown in days. Each line shows a balance due. This balance is for that line only. For example, if it's a $100 invoice and they have paid $50, the balance shows $50.

(E) - Statement

Prints a statement for all customers that owe you money. You will be asked, "Do you want to create a statement entry in all accounts?" A statement entry is a line in the account that says "STATEMENT". If this is the first time you are running the program in a month you should answer "yes". If you are running this program for a second time (due to a printer jam or other problem), you should answer "no".

(F)inance

Add finance charges (where applicable to all customers. See the FINANCE choice in the main account program (BRM) for further detail on rates and grace period.

Account Payable

Accounts payables are money you owe to a vendor for items purchased or services rendered. Accounts payable is a negative account. Credits represent money you owe, the higher the account the more you owe, etc. Before any entries can be made in accounts payable you must CREATE VENDORS (BPC)(AVA) and DISBURSEMENT ACCOUNTS (BDA).

(M)aintain

This is the main payable program. You can enter credit and debit, make payments, trace transactions, etc. When you first install the program you may want to enter the beginning balance for all your vendor accounts. After CREATING THE VENDORS (BPC)(AVA) you should run this program. When you are asked to enter the beginning balance enter the total amount you owe.

You will usually do only two things in this program, enter credits and make payments. Entering a credit should be done when you receive the invoice from the supplier. After choosing credit you are allowed to update the date. The date you enter here, plus the "days till due" in the vendor file, will determine the date this invoice is due. This information is important if you want accurate data in the ACCOUNTS PAYABLE REPORT (BPRB). After entering the date you will enter some note about this credit, i.e., Invoice # 138427. After entering the note you will enter the amount of the invoice. If "auto due date" is set to "no" in the vendor file, you may be asked to enter the date due.

When the credit has been entered you must decide how you want to disburse this invoice. When you created your disbursement accounts you made a variety of accounts for many types of expenditure. Let's suppose that this invoice totalled $100.00, $6.50 was for freight and the rest was for parts. The first question is whether this should be sent to a disbursement account or directly to accounts receivable. Invoices might be sent directly to accounts receivable (if you were buying something for yourself and didn't want to go to the bother of reselling it to yourself). You will usually disburse invoices. After choosing "D" you must enter how much you are disbursing. In this example you would enter $6.50 or $93.50, the order is not important. Then you would enter the disbursement account number or you would enter zero to find the disbursement account by name. If you entered zero, you would then enter "fr" to find the freight account. After confirming that this is the correct account you would repeat this procedure for the $93.50 and send it to the "parts" account.

Making a payment:

The only way you should make a payment to an account is through the payment choice in this program. When you enter your payment you will be asked if you want to issue a check. If you are using the check book and will be paying by check you should answer "yes". If you write the check directly from the checkbook then you may cause that amount to be disbursed twice.

If you have more than one division, you may be asked to split this between division. *You enter the percentage amounts that must total 100%.*

Print or display report on all account payable (BPRA)

This program will print or display a report on all account payable accounts. The aging of this report is dependent on actual transactions, so it will be incorrect if the amounts owed are beginning balances. The COLUMN TOTAL is the total amount you owe regardless of when it is due. The COLUMN CURRENT is the amount you owe that is not due yet. DUE

NOW is the amount owed now - that is not 10 days overdue or greater. The 10 30 and 60 columns represent amounts overdue by those number of days.

(R)eport..

Are explained in the VENDOR ADMINISTRATION section of this manual (see Vendor, create).

(A) - Print or Display Report On All Account Payables

Prints a report on all transactions in accounts payable, within a date range. Used for tracking errors, verifying entries, etc.

(B) - Print Report on Payable Activity By Date

Same as above, except payments only.

(C) - Print Report on all Payments By Date

Same as above, except debits only.

(D) - Print Report on all Debits By Date

This program allows you to report on specific interactions between receivables, payables, disbursements, the checkbook, sales entries, and deposits. It allows you to get a report on which entries you are concerned with and what source it came from. Not all the combinations are possible so don't be surprised if no entries are reported by some combinations.

(E) - Print Report on Accounting Transactions by Origin

Shows detailed information for each type of transaction.

(F) - Display or Print a Vendor List

Prints or displays a list of all vendors sorted by either vendor name or number.

(C)reate

In this program you enter data specific to a vendor. A vendor is anyone who sell things to you. Parts suppliers, the electric company, and your landlord are some examples of vendors. If you are not using the accounts payable portion of the program, the only vendors you need to create are your parts suppliers.

Enter the vendor name, address, city, state, zip code, phone number and fax number.

CONTACT and NOTE are for your reference; if there is some person there you usually deal with or any details about this vendor you wish to remember.

TERMS and SHIP VIA are also for reference only.

DAYS TILL DUE and SET DUE DATE allow the automatic setting of the invoice due date when posting an invoice.

(U)pdate

Updates any of the data entered during vendor create.

(L)ist

Displays or prints a list of all vendors.

Banking

(M)aintain

This is the main check book program. *It will not work unless a BANK is CREATED* (BBC). In this program you can write, void, print and disburse checks, you can enter bank deposits or fees and you can view your account balance. Checks may be created/written in three ways.

1) Making a payment in the ACCOUNTS PAYABLE program (BPM). *This is the only way a check should be written to pay an account.* If you write the check in any other way the amount may be disbursed twice. When checks are written from accounts payable they do not get printed until this program is run. Checks that have their check numbers highlighted are ready to be printed.

2) Checks can be created from the WRITE A SINGLE CHECK program (BBW). This is the fastest way to write a check with the least room for error. Checks written in this fashion have not been disbursed and will have their description highlighted while in this program until you disburse them.

3) Write the check directly from this program. *Access to this program should be restricted to the bookkeeper* (see permissions).

Charge:
Used to enter any bank fees, etc.

Expense:
Used to disburse, or redo the disbursement of a check.

(W)rite

This program is the fastest way to write a check. It should not be used to pay off an accounts payable, which should be done from within (Payables) (Maintain). The amount of the check must be entered twice for verification.

Checks for dot-matrix printers are available from NEBS (Tel: 800-225-6380) form# 9024-APA or from Safeguard (Tel: 800-523-2422) form# SGC 4001-1.

Checks for laser printers are available from NEBS (Tel: 800-225-6380) form# 9209-1.

(C)reate

A bank account must be created before checks can be written, etc. You must enter a starting balance when creating a bank account.

(U)pdate

Allows you to modify the entries made when creating the bank, except beginning balance.

(R)eport

This will print reports on checks written, checks voided, etc., within a date range.

R(E)concile

Check book reconciliation is only available with the optional G/L.

Cash Register

Will run the main cash register program. All usage of the cash register, except that of accepting a payment for an invoice or an open account, occurs here.

The cash register is the key to tracking the single most important thing in your business, the money. If you do not use the cash register properly it will be impossible to determine if you are actually getting paid for the work you do.

Simply put, if you care about the money you receive and if you want to know what you've sold, you must use the cash register.

All of the choices below may have their permissions set separately.

Make Change:

This choice will open the cash register. No amounts are modified. An entry will be made to indicate each opening.

Petty Cash:

This choice will open the register and allow an entry to be made for the giving or receiving of petty cash. This should be looked at as a loan to be repaid when the usage and exact amount of the expenditure is known. At that time the full amount of petty cash should be returned and the "SPEND MONEY" choice should be used to enter the details of the expense.

Fix:

This choice is used to correct any mistakes that occurred during the payment of an invoice. It is usually used when the wrong payment type(s) were entered. It will "UNDO" the original entry and give you the opportunity to remake the entry. The succeeding close out line, if any, will also be deleted. This will only work on lines that are within the current close out period.

Exchange:

This choice is used to give someone cash in exchange for another form of payment. The most common use is to cash a check but it may also be used to give loans to a customer, etc.

Spend Money:

This choice allows you to spend cash for anything and allocate that expense to a disbursement account. Good for buying coffee supplies and other things you want to pay cash for.

Cash out:

This choice will bring up another menu with the following six choices:

Preview:

This allows you to review the totals of all your transactions done since the last cash out. The details of these transactions can also be printed.

Cash Out:

Used at the end of a day (or whatever period you choose) to remove money for deposits and close out the day. You will have to enter the amount being removed and confirm the amount left. If you are "cash short" or "over" that amount must be charged to an disbursement account.

Undo last cash out:

Undoes the last cash out and allows you to make corrections. If run repeatedly, it will undo successive cash out periods which is not recommended.

Cash out report:

Will print a report for a single cash out period. Gives payment totals and prints the details of each usage of the cash register.

Sales Report:

Prints a detailed report of all invoiced sales that occurred within a single or a group of cash out periods. This program will show all transaction details when run for a single cash period. It will show totals only when run for more than one cash period.

Post:

Only available with the optional G/L. See G/L documentation for details.

Switch Drawer:

Allows you to work with another cash register.

Trace:

Lists the other accounting entries associated with any line.

Go To:

Allows you to move rapidly to the transactions on a specific date.

View:

Allows you to view the parts or service invoice associated with an entry in the cash register.

Income

This choice allows you to receive uninvoiced income into the cash register. This should only be rarely used as all sales should go through invoices. If you have G/L you will have to choose an account for this income.